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Message from the Deputy Attorney General

The Ministry of the Attorney General is responsible for administering justice in Ontario. Within the ministry, the Court Services Division is responsible for the administration of the courts. The Court Services Division operates the largest and busiest court system in Canada and one of the largest in North America. The division's core services include court office services, judicial and courtroom support, mediation programs, and civil enforcement services. The Court Services Division 2011-12 Annual Report highlights accomplishments achieved by the division over the past year. I encourage everyone to take the time to read this report and share any comments with the ministry by email at attorneygeneral@ontario.ca.

This year, Lynne Wagner became the new assistant deputy attorney general of Court Services Division. I would like to take this opportunity to welcome her to her new position and thank her for her leadership within the division and ministry, including her work as executive lead of the Justice on Target strategy and the Prix Excelsior Awards Program.

The ministry, through its Alternative Financing and Procurement (AFP) Courthouse Projects Office, in partnership with the Ministry of Infrastructure and Infrastructure Ontario is delivering a number of new courthouse development projects using the alternative financing and procurement model. Four consolidated courthouse projects began in 2011-12, all with occupancy dates in 2013 – Waterloo Region in January, Quinte in May, Thunder Bay in September, and St. Thomas in November. Staff transition groups have already been formed in the West Region to utilize the expertise of Court Services Division staff in the transition to the new Waterloo Region courthouse.

I continue to be very supportive of Court Services Division's work to enhance employee engagement and ensure professional and respectful workplaces across the division, and they have made great strides toward this goal in 2011-12. The division also furthered its commitment to an accessible court system and continued to improve the accessibility coordinator service by providing training to enhance knowledge and understanding of meeting the needs of court users with disabilities.

In 2011-12, Court Services Division continued its efforts to replace analogue recording equipment with digital recording devices (DRDs) in courtrooms across the province as part of the division's multi-year plan to provide professional tools to staff and ensure the integrity and security of the court record. The ministry also continued its partnerships with various First Nations communities in Ontario, and with leadership from Court Services Division, held jury awareness forums to increase First Nations participation in the jury process.

Throughout 2011-12, the Court Services Division worked at a fast pace to expand family justice services to 45 additional communities throughout Ontario. Now families experiencing relationship breakdown have access to a mandatory information program, family mediation services and information, and referral coordinators to help them reach solutions without court action where appropriate.

The division also monitored the impact of the 2010 civil justice reforms in the year following their implementation, and reported positive results in improving access to justice.

This year, the staff of Court Services Division came together in times of crisis to support the Goderich courthouse when it was damaged by a tornado in the region and the Sault Ste. Marie courthouse when it was damaged by a fire. These individuals, in partnership with Facilities Management Branch and Infrastructure Ontario, showed tremendous community spirit and perseverance and ensured the continuity of justice services in the region.

In closing, I would also like to thank all Court Services Division staff for their outstanding efforts to provide quality customer service while delivering a modern, professional court system that supports accessible and effective justice services.

A handwritten signature in black ink that reads "Murray Segal".

Murray Segal
Deputy Attorney General



Foreword by the Assistant Deputy Attorney General

It is with great pleasure, in my first year as assistant deputy attorney general of Court Services Division, to present the Court Services Division Annual Report for the April 1, 2011 to March 31, 2012 fiscal year. The division continues to strive to further the provision of high-quality justice services. The following report outlines our achievements and progress made during 2011-12.

In the past year, due to the increase in the Small Claims Court monetary limit from \$10,000 to \$25,000, more Ontarians had access to the faster, more affordable dispute resolution process in that court. In addition, over 70,000 Small Claims Court forms have been completed online using the Ontario Court Forms Assistant, which makes it easier for litigants to prepare and submit their forms to the court.

To enhance access to justice for family court clients, the division developed and posted a request for proposals for additional service providers to deliver family justice services to all court locations that hear family cases. Staff worked closely with the Ontario Court of Justice, the Superior Court of Justice, Legal Aid Ontario, and members of the bar on local implementation, and we have already achieved great results from these services in many locations.

In 2011-12, staff training commenced as part of Court Services Division's action plan to support professional and respectful workplaces across the province. To further our commitment to training new staff on Supporting a Professional and Respectful Workplace, an e-learning tool was launched in February as a mandatory part of staff orientation. Additionally, the divisional newsletter, the Court Services Connection, continued to promote enhanced organizational communication to all divisional staff and included two special issues, Recognize & Nominate and A Year-in-Review.

Integrated Business Continuity Plans were activated this year as a result of the Goderich tornado and the fire at the Sault Ste. Marie courthouse. I am pleased to announce that all

court services are up-and-running at both court locations. I would like to extend my thanks to regional and corporate representatives as well as justice participants for their hard work and perseverance during those difficult times. In each case, justice services were re-instated under tight deadlines and operational pressures and challenges.

I look toward 2012-13 with anticipation for the completion of new courthouse projects in Waterloo Region, Belleville, St. Thomas and Thunder Bay as well as the various courthouse improvement projects that are underway in places like Richmond Hill, Parry Sound and 361 University. These projects enhance our efforts to provide modern justice services in Ontario.

I would like to take this opportunity to express my thanks and gratitude to the over 4000 staff in the division who work tirelessly across the province to support the work of the ministry, provide quality services to the people of Ontario, and enhance access to justice. In 2011, 173 Prix Excelsior Award recipients were from Court Services Division. Their achievements are a reflection of the excellent work performed by staff across the province. Please review the Court Services Division 2011-12 Annual Report and read about our accomplishments.

Lynne Wagner

Lynne Wagner
Assistant Deputy Attorney General
Court Services Division

Chapter 1

Introduction to the Court Services Division

Mission

The Ministry of the Attorney General is responsible for administering justice in Ontario. Within the ministry, the Court Services Division is responsible for the administration of the courts.

The division's mission is to provide a modern and professional court service that supports accessible, fair, timely and effective justice services.

Goals

The *Courts of Justice Act* sets out important goals for the administration of the courts. Section 71 of the act states:

The administration of the courts shall be carried on so as to:

- a. maintain the independence of the judiciary as a separate branch of government
- b. recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice
- c. encourage public access to the courts and public confidence in the administration of justice
- d. further the provision of high quality services to the public
- e. promote the efficient use of public resources

The division is committed to furthering these goals and has a legislative obligation to provide information in its annual report on the progress made each year in meeting them.

Core Services

Court Office Services

Court Services Division personnel provide court office services across the province, including scheduling court cases at the direction of the judiciary, providing information and counter services to the public, and maintaining court records and files.

Judicial and Courtroom Support

The division provides administrative support to all judges of the Court of Appeal for Ontario and the Superior Court of Justice, and to all judges and justices of the peace of the Ontario Court of Justice. It also manages the jury system and provides courtroom support through court clerk and registrars, court reporters, court monitors, court services officers and interpreters.

Enforcement Services

The division administers the filing of garnishments and writs of execution, the collection and distribution of enforcement proceeds to creditors, and the enforcement of civil orders, including evictions, injunctions and writs of delivery.

Mediation Programs

Mandatory civil mediation is part of the civil court process in Ottawa, Toronto and Windsor.

Family mediation services are provided by external service providers at the 17 Family Court branch of the Superior Court of Justice locations¹. Court Services Division manages the contracts for the delivery of mediation services in these courts. Staff mediators provide services in the Ontario Court of Justice family locations in Toronto.

¹ Barrie, Bracebridge, Brockville, Cobourg, Cornwall, Durham, Hamilton, Kingston, L'Orignal, Lindsay, London, Napanee, Newmarket, Ottawa, Perth, Peterborough and St. Catharines

The Opening of the Courts

On September 13, 2011, the Chief Justice of Ontario, the Honourable Warren K. Winkler, presided with Chief Justice Heather J. Smith of the Superior Court of Justice and Chief Justice Annemarie E. Bonkalo of the Ontario Court of Justice at the province's Opening of the Courts ceremony in Toronto. The chief justices were joined by Deputy Attorney General Murray Segal.

The deputy attorney general observed: "[...] together, we have built a justice system that sets a standard of excellence, not only within Canada but for jurisdictions the world over. I know that together we have forged a strong foundation for continued, positive change on behalf of the people of Ontario."

Chief Justice Winkler commented: "We have much to celebrate. Ontario's courts are internationally recognized for their fairness, transparency and the important role they play in promoting the rule of law. [...] Our legal system enjoys a high level of confidence among individuals and businesses alike. Indeed we often hear that our justice system is the envy of the world."

Chief Justice Smith stated that, "[...] in this year of economic downturn and setbacks in so many

areas, both our goal and much of its ideal are being realized as I speak. The Attorney General of Ontario has embarked upon a tremendous expansion of front-end family justice services across the province. [...] Implementation committees, composed of members of the local bar, the judiciary from the Superior Court of Justice and the Ontario Court of Justice and representatives of the Ministry of the Attorney General, have worked diligently and unstintingly, to put each of those front-end services in place at every court site across the province. [...] Our successes materialize through the determined efforts of our very able and conscientious judges, who are aided by a very professional Court Services staff."

Chief Justice Bonkalo noted that, "The Court continues to actively participate in the local leadership teams of the Ministry's Justice on Target project, as well as in other local criminal court liaison committees. All members of the justice community have a role to play in implementing effective change across the system to improve the services we provide and enhance access to justice."



Photo of the Opening of the Courts September 13, 2012 in Toronto

Role of the Assistant Deputy Attorney General, Court Services Division

The assistant deputy attorney general of the Court Services Division oversees the administration of Ontario's courts and is responsible for legislative, regulatory and operational policy and program development related to improving the court system.

Regional Structure

For the purpose of providing court services, the division is organized into seven administrative regions.

Each region is responsible for:

- delivering local criminal, civil, small claims and family court services
- maintaining records, files, exhibits and databases
- providing judicial support services, including courtroom and administrative support
- managing juries
- enforcing court orders
- managing fines, fees and trust funds
- managing regional stakeholder communications
- implementing divisional initiatives

Regional Directors

Each region is managed by a director of court operations who reports to the assistant deputy attorney general of the Court Services Division. The regional directors are: Sarina Kashak, Central East Region; Joanne Spriet, Central West Region; Viviane Carpentier, East Region; Robert Gordon, Northeast and Northwest Region; Lynn Norris, Toronto Region; and Paul Langlois, West Region.

Murray Segal

**Deputy Attorney
General of
Ontario**

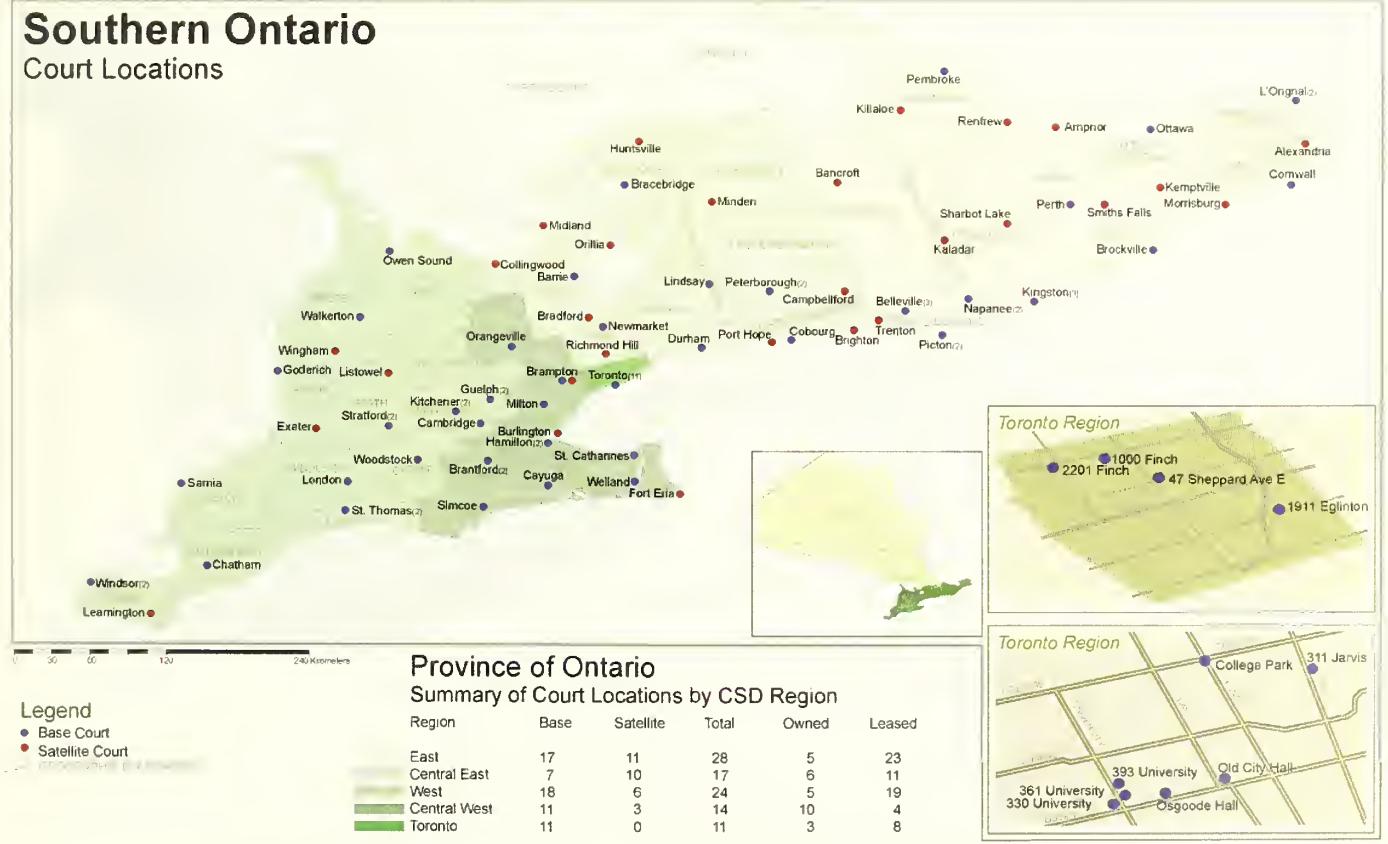
“[...] together, we have built a justice system that sets a standard of excellence, not only within Canada but for jurisdictions the world over. I know that together we have forged a strong foundation for continued, positive change on behalf of the people of Ontario.”

Northern Ontario

Court Locations



Southern Ontario Court Locations



Central East Regional Profile



Sarina Kashak
Acting Director
Court Operations
Central East Region

The Central East Region is located to the north and east of Toronto and is part of the Greater Toronto Area. The Region has a population of nearly two and a half million people. Through eight courthouses and 10 satellites, the region serves the communities of York, Durham, Simcoe, Muskoka, Haliburton, Northumberland, Peterborough and the City of Kawartha Lakes.

Over the past decade, this region has experienced one of the highest growth rates in the country. In response, strategic capital planning studies to plan for the anticipated growth over the next 25 years have been conducted for York Region and Simcoe County. A feasibility study is currently underway for Peterborough County.

In 2011-12, the region benefited from a number of facilities enhancements to improve service delivery and meet the operational needs of the court. In Lindsay, a remote testimony hearings room, a retiring judicial chamber, a new jury deliberation room, and a new justice of the peace intake office were built. At the Bracebridge Courthouse, heritage furnishings were refinished in the historic courtroom #1 Superior courtroom, which was once the Supreme Court of Ontario courtroom for the District of Muskoka. The courthouse also received new windows and upgrades to the HVAC system.

The Cobourg courthouse was chosen for the installation of new wayfinding signage during 2011, and the Barrie courthouse hosted the provincial wayfinding pilot. The Barrie courthouse also had a new judicial chamber built, new public seating installed throughout the building, and an HVAC system upgrade.

In November 2011, the Durham Consolidated Courthouse was the Silver Award Winner of the prestigious Canadian Council for Public-Private Partnerships (CCPPP) 2011 Award Winner for Innovation and Excellence in public-private partnership in infrastructure development in Canada.

In addition to the above facilities projects many security related projects were completed in 2011-12, including a designated public entrance with magnetometers and x-ray machines to enhance the safety of the judiciary, staff and public at the Barrie courthouse. A magnetometer was also installed at 70 Simcoe Street in Peterborough to enhance security for all building users, and security at the Newmarket courthouse was upgraded with the installation of additional security cameras and enhanced security in the prisoner cell area.

The Justice on Target (JOT) strategy saw significant improvements in reducing time to trial and reducing the number of court appearances at all court locations in Central East Region. The initiative targets criminal court delays and succeeded in building stronger relationships between all justice participants. For instance, at Peterborough courthouse, the average appearances to disposition improved from a baseline of 11.9 appearances in 2007 to

Central East Regional Statistics

Regional Centre: Newmarket

Population: 2,452,057

Area: 25,809 km²

Population Density: 95 persons/km²

Base Court Locations: 8

Satellite Court Locations: 10

Total Court Locations: 18

Population Statistics from Statistics Canada, 2011 Census.



8.4 appearances in 2011. Some of the successful strategies that were developed and adopted include: "Notice to Accused Persons", in-court announcements similar to an orientation session in Simcoe County, a dedicated video plea court in Oshawa with a link to the detention centre, and a dedicated plea court in Newmarket. In Oshawa, the first appearance check-in presented an office model for consideration in other JOT sites and "access defence", a program which allows counsel to speak to clients through video conferencing to correctional institutions in the region, was piloted. Local JOT teams continue to meet regularly to explore more options for improvements.

The Central East Region participated in many initiatives to improve court services to the public. The Durham family court office is engaged in a divisional pilot project along with courts at 47 Sheppard Avenue East, Toronto and Brampton involving the ministry's Family Policy and Programs Branch and the Ministry of Community and Social Services' Family Responsibility Office. The goal of the pilot is to increase efficiencies and the timeliness of issuing, tracking and scheduling court enforcement files in family cases. The initiative will be rolled out to other sites in Central East Region during 2012.

Dispute Resolution Officers (DRO) and the Mandatory Information Program (MIP) were rolled out at sites in Central East Region to assist families in obtaining quicker resolutions to family court issues. The MIP provides parties with information about separation and the legal process and may include information on topics such as, the options available for resolving differences, including alternatives to going to court; the impact the separation of parents has on children; and resources available to deal with problems arising from separation.

The Provincial Telewarrant Centre currently housed in Newmarket will be expanded to Oshawa to give the attending justices of the peace the flexibility to work from either of the two sites. The transition to two court locations is an excellent example of sharing resources, will be seamless and will enhance the quality service that is provided to the entire province.

Central East Region was a leader in innovation in 2011 by finding technological solutions and efficiencies for delivering services. For instance, video remand equipment was installed in Barrie to allow video appearances from the detention centre to the bail court, saving time and resources previously used for transporting prisoners.

The region also continues to receive closed circuit television requests for both large jury selection pools and for remote witnesses. Digital recording devices, which allow for the court record to be captured digitally, were installed in all base courts in the region. Also in 2011, multi-function print devices were installed and users received training. Simcoe satellite courts, Midland, Collingwood and Bradford received technology upgrades to increase their effectiveness, enhance security and relieve space pressures at the base court in Barrie.

Staff continue to provide quality front line services that meet our business goals and customer service standards. Staff throughout the region attended Staff Awareness Sessions on Supporting a Professional and Respectful Workplace, mostly in-person with some staff members attending by Live-Meeting. Staff also participated in personal safety training, card fraud training, enforcement training, dealing with difficult people, how to process inter-jurisdictional support orders and arrears matters in family courts and how to process adoption files, as well as First Nations Jury training via Live-Meeting.



Courtroom inside the Orillia courthouse

Central West Regional Profile



Joanne Spreit
Director
Court Operations
Central West Region

The Central West Region includes the western Greater Toronto Area and extends from Fort Erie in the east to Dufferin County in the north and Norfolk County in the southwest.

The region is the most populated of all seven Court Services Division regions and serves a diverse, multicultural population, including Six

Nations of the Grand River which has the largest population of all First Nations in Canada, and the Mississaugas of the New Credit. The region also includes the Town of Milton, identified as the fastest growing community in the country.

A number of facility projects were completed during the 2011-12 year improving operational efficiencies and security. High density filing systems were installed in the criminal and family administrative areas at the Brantford Ontario Court of Justice courthouse, the criminal administrative area at the Orangeville courthouse and in the small claims court, civil and criminal administrative areas in Hamilton. The new filing systems are centrally located and better organized, providing quicker access to files and faster, more efficient service to the public. Security projects in the region included enhanced

security camera installation for prisoner transport at the Simcoe courthouse, new security camera installation at the Brantford Ontario Court of Justice courthouse, upgrades to security access at the Cayuga courthouse, installation of card access readers to some of the interior rooms in Brampton, completion of the new sally port at the Orangeville courthouse and enhancements to perimeter security in St. Catharines. In addition, as of September 2011, Halton Regional Police Services is manning the magnetometer at the Burlington courthouse, following extensive renovations to the front entrance.

Local Leadership Teams continue to meet regularly to discuss process improvements to support the Justice on Target (JOT) strategy. Brampton, identified as a JOT action site in 2009, has seen significant improvement in the timelines to complete a criminal case. All other court sites, where the initiative was launched during the 2011-12 fiscal year, are beginning to see similar results. For example, the average appearances to disposition in Simcoe improved from a baseline of 8.06 appearances in 2007 to the current 6.17 appearances, a 23.4 per cent improvement. Changes to the process for setting trial dates and holding pre-trial meetings, assistance from John Howard Society volunteers for first attendance court attendees, and information pamphlets for accused detailing action to be taken before their next appearance are some of the process

Central West Regional Statistics

Regional Centre: Hamilton

Population: 3,051,812

Area: 10,654 km²

Population Density: 286.4 persons/km²

Base Court Locations: 11

Satellite Court Locations: 3

Total Court Locations: 14

Population Statistics from Statistics Canada, 2011 Census.



improvements implemented at court sites to support JOT in the Central West Region.

In Brampton, management worked towards resolving counter service issues. Meetings were held with process servers to discuss issues and to foster collaboration and support in finding solutions. Some of the improvements implemented as a result of these meetings included pulling files in advance of arrival at the wicket, installing a drop box for non-urgent civil orders, providing more flexibility for appointment holders, separating civil and family counter services, and reintroducing the requirement for a ticket for service in all cases. As a result of these improvements, statistics indicate that counter wait times reduced significantly across all business lines. In addition, staff service improvement teams were established in the Superior Court administration and small claims court offices in Brampton to monitor changes and to identify further opportunities for efficiencies.

Mandatory Information Programs (MIPs) were implemented at family courts across the region during 2011-12 as part of the ministry's Family Process Improvement Initiative. Onsite mediation services are also available as part of this initiative. The program is very successful with sessions offered to litigants during court business hours and in the evening at some locations. Brampton and Milton, pilot sites for this initiative, continue to operate mandatory information programs and dispute resolution officers are

available to provide support to those who have matters in family court.

Brantford and Simcoe court sites piloted the utilization of digital recording devices (DRDs) in courtrooms during the 2007-08 fiscal year. In 2011-12, other court sites in the region also made the transition to digital recording. Brampton was the first to implement and went live on July 25, 2011. By May 2012, all court sites in the Central West will be operating with the new DRD system.

Other I&IT initiatives for the 2011-12 fiscal year included the purchase of digital dictation and transcription equipment for Superior Court judges and their support staff in Central East and Central West Regions. A Public View Terminal was installed in Milton to allow public access to the case management and estates systems, similar to those implemented in Brampton and Hamilton.

In 2011-12, the Regional Training Unit provided training to Central West staff on the following programs and roles: orientation, clerk registrar, court reporter, client services representative, digital recording devices, recruitment and resume writing, coping with change and managing stress and train the trainer. In addition, Central West staff received training on Supporting a Professional and Respectful Workplace, Personal Safety and Security and jury process training, including First Nations jury process training in Brantford and Cayuga.



Welland courthouse

East Regional Profile



Viviane Carpentier
Acting Director
Court Operations
East Region

The East Region is geographically a triangle bordering the province of Quebec along the Ottawa River from L'Orignal to Killaloe extending southwest along the St. Lawrence River and Lake Ontario to Quinte West, and adjacent to central Ontario, east of Peterborough and Huntsville.

10 counties. Many of these court locations are designated locations where services are provided in English and French.

To improve service delivery and meet the operational needs of the Court, the region benefited from a number of facility enhancements and continued planning for a new courthouse in Belleville.

The Quinte consolidated courthouse project is in the construction phase. Brookfield Partnerships Quinte was selected to design, build, finance, and maintain the new courthouse in Belleville. The official groundbreaking ceremony was held in July 2011 and substantial completion of the courthouse is scheduled for May 2013.

There were facility and security improvements at a number of courthouses within the region to accommodate a number of high-profile trials. Other security upgrades were also made in L'Orignal and Belleville. Other ongoing facility projects include the almost complete Ontario Realty Corporation (ORC) greening strategy to replace the Ottawa courthouse roof with a "green roof", and a signage project where existing signs will be replaced with universal signage in Kingston and Ottawa.

As part of the Justice on Target (JOT) strategy, and the results of committees composed of members of the judiciary and justice partners, new initiatives were introduced and implemented within the region. One example is the pilot project initiated in the Ottawa, Pembroke, L'Orignal and Cornwall Courts where a consultation space with a video link to the Ottawa-Carleton Detention Centre is available to the defence bar. The goal of this initiative is to reduce the number of court appearances in criminal matters.

In the community, the Pembroke court, a historical courthouse, participated in the Doors Open Ontario program in September 2011 welcoming over 100 visitors. To continue supporting local and community events, Brockville courthouse hosted a Very Effective People (VEP) program run by the Brockville Police Service. The goal of the program is to

East Regional Statistics

Regional Centre: Ottawa

Population: 1,697,989

Area: 35,296 km²

Population Density: 48.1 persons/km²

Base Court Locations: 18

Satellite Court Locations: 10

Total Court Locations: 28

Population Statistics from Statistics Canada, 2011 Census.



teach the youth about the effects of drugs and alcohol, as well as the importance of making wise choices. On the final day, the students were invited to visit a courtroom and learn the procedures and placement of the Crown, the defence and the judge. VEP day is just one example of how the Brockville courthouse is actively engaging and communicating with its community.

To support the enhancement of courtroom technologies, including providing professional tools to our staff and ensuring the integrity and security of the court record, digital recording devices (DRDs) were installed in all courtrooms in the East Region.

In the region's continued commitment to employee engagement and learning, the East Region Pipeline, which houses reference materials, was updated to ensure timely access to accurate reference materials. In addition, close monitoring and review occurs to ensure staff participate and complete all the mandatory Ontario Public Service, Ministry of Attorney General and Court Services Division training requirements. For instance, in 2011-12, staff from the East Region participated in the Court Services Division's Supporting a Professional and Respectful Workplace training.



Belleville courthouse

Northeast Regional Profile



Robert Gordon
Acting Director
Court Operations
Northeast Region

The Northeast Region spans the area from Mattawa in the east to Wawa in the west, and from Parry Sound in the south to Peawanuck on the coast of Hudson's Bay in the north. It includes major urban centres in Ontario's north as well as smaller communities near James Bay.

Seventy per cent of the population for northern Ontario resides in the Northeast Region. There are significant

Francophone and Aboriginal populations in the region and court services are regularly provided in French, Ojibway and Cree. The Northeast Region encompasses 10 base court locations and 25 satellite courts. Six satellite court locations are located on First Nations reserves and five in the region are remote and can only be reached by airplane.

In 2011-12, significant progress was made on several court facilities projects across the region. In Parry Sound, a courthouse expansion project was completed. The building now includes a legal aid application office, offices for police, a new cell block area, an expanded family office for family mediation services, and a child friendly and vulnerable witness room – a closed circuit television room, which allows children and vulnerable witnesses to testify from outside the courtroom.

As a result of a space analysis study at the Sault Ste. Marie courthouse, Court Services Division public counters were consolidated and relocated to the adjacent building, formerly the Land Registry Office. A re-organization of the space within the heritage

facility was completed and a new Justice of the Peace chambers was constructed, the intake court was relocated, and security enhancements, including the installation of cameras to the interior and exterior of the building, swipe card access and motion sensors, were made.

In August 2011, a fire at the Sault Ste. Marie courthouse forced the evacuation of the heritage facility. Building occupants vacated the building until April 2, 2012. In the meantime, space at the Sault Ste. Marie Civic Centre was retrofitted to accommodate courtrooms, judicial chambers and offices while boardrooms at the Delta Chelsea were transformed into courtrooms and a holding cell trailer was installed in the hotel parking lot to house in-custody clients. While the relocation caused disruption to the public, justice participants and Court Services Division management and staff, opportunities were created to complete the above mentioned facilities projects prior to the re-entry into the building. All staff in Sault Ste. Marie is to be commended for their tireless efforts to ensure the ongoing provision of court services during the vacating of the courthouse.

While a construction project to demolish and reconstruct a courtroom on the second floor at the Gore Bay courthouse was underway, mould and asbestos were uncovered. The building was evacuated for a period of two months while remediation efforts were undertaken and additional work was completed to ensure that the building was safe for occupancy. The project was completed in early 2012 and the newly constructed courtroom includes new audio visual and accessibility equipment which enhances access to justice.

Northeast Regional Statistics

Regional Centre: Sudbury

Population: 551,775

Area: 366,192 km²

Population Density: 1.5 persons/km²

Base Court Locations: 10

Satellite Court Locations: 25

Total Court Locations: 35

Population statistics from Statistics Canada, 2011 Census. Because the Northeast Region crosses census districts, the following assumptions were used to calculate the regional statistics. The population includes all complete census districts plus the population of Peawanuck. The geographic area includes all complete census districts plus 86 per cent of the Cochrane district and 27 per cent of the Kenora district. Please note population data is not available for some areas in the 2011 census due to incompletely enumerated Aboriginal reserves.



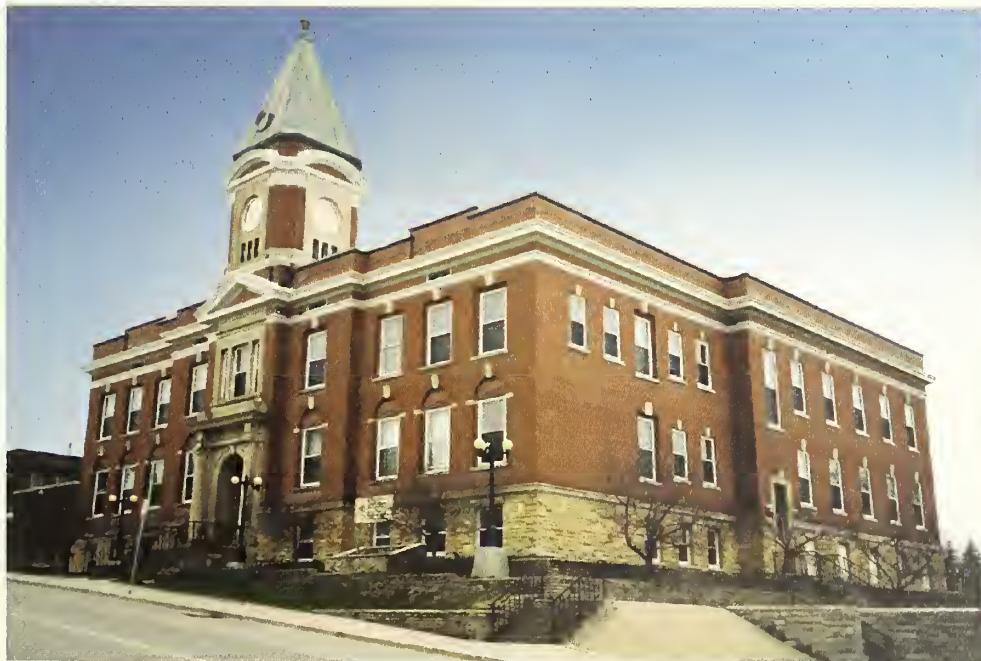
Security enhancement projects were undertaken and completed at multiple sites in the Northeast Region. Perimeter access controls were added on exterior doors and security was heightened inside the Sudbury and North Bay courthouses. New cameras with recording capabilities were installed in holding cells in Sudbury, North Bay and Haileybury. The Timmins holding cell cameras were also upgraded.

The Justice on Target (JOT) Local Leadership Teams continue their efforts to reach the targeted goals. The number of appearances to disposition was reduced in 7 out of 11 courts in the Northeast Region. For instance, in Haileybury, the average appearances to disposition improved from a baseline of 8.6 appearances in 2007 to 6.7 appearances in 2011. In Sudbury, the "Standard for Appearances: Sudbury Protocol" written by Regional Senior Justice Humphrey outlines that accused persons are expected to retain counsel within two weeks of their first court appearance. Once defence counsel is retained, the next court appearance date will be six weeks later in adult matters and three weeks in youth matters. In the time between these two appearances, counsel is expected to find out how the accused person wishes to proceed and hold a resolution meeting with the Crown Attorney. This protocol has undoubtedly assisted in reducing average appearances to disposition in that area. Family Justice Services were expanded across Ontario in 2011-12. Mandatory Information Program sessions were held in Sudbury, Parry Sound, North Bay and Haileybury and remaining sites in the Northeast are working towards this goal. Information Referral Coordinators are in place at most base sites within the Northeast Region and serve as a point of contact for families as they enter the family justice system.

Efforts to increase First Nations awareness of the jury system in Ontario and to encourage their participation on jury panels continue in the Northeast. Management continues their efforts in establishing relationships with First Nations to ensure Native representation on jury panels.

Many technological enhancements have taken place across the region in 2011-12. Digital recording devices (DRDs) have been implemented at all court sites within the region. The replacement of analogue recorders provides a modern, professional tool for the use of court reporters. The Region was successful in the implementation of the Green Print Strategy. All offices achieved a significant reduction in office and printing equipment and the installation of multi-function devices. This initiative resulted in a decrease of Ontario Public Service print devices, reducing unnecessary print enablement and power consumption as well as printing and paper use. New desktop, notebook, and tablet computer equipment was deployed to the Northeast Region. To support the transition from the current desktop environment to the New Generation Desktop, a number of training documents and materials were prepared and made available to all Court Services Division users.

As part of its commitment to support a trained professional workforce, the Northeast Region staff participated in Supporting a Professional and Respectful Workplace training. Given the large geographical distance, in person training was provided in Sault Ste. Marie and Sudbury while remaining sites participated via Live-Meeting. Personal Safety and Security training sessions were also offered to staff in the Region as a result of the ministry's commitment to reducing the risk of workplace violence.



Haileybury courthouse

Northwest Regional Profile



Robert Gordon
Director
Court Operations
Northwest Region

The Northwest Region extends from the Minnesota border in the south to Fort Severn in the north, and from the Manitoba border in the west to the White River in the east. The vast geography, remote locations and winter travel conditions present many program delivery challenges.

The Northwest Region includes 5 base courts and 36 satellite court locations, 22 of which are in Aboriginal communities that are only accessible by air transportation. Court staff, members of the judiciary and members of the legal profession travel extensively within these remote areas to provide community-centred services.

In partnership with the judiciary, the Court Services Division worked in collaboration with the ministry's Facilities Management Branch to develop plans to improve court facilities across the Northwest Region.

In February 2011, the Groundbreaking Ceremony was held to officially launch the construction of the new consolidated courthouse in Thunder Bay. One of the challenges in designing Thunder Bay's new courthouse was to create a harmony between the building's design and its

physical surroundings. The natural elements of the Thunder Bay region will be represented in the courthouse's structure and in the materials used throughout the building. Stone, textured concrete and wood will be used prominently, both for their durability and for their symbolic value, as they convey an impression of substance and permanence that affirms the dignity and authority of the court. The stone base will support a predominantly glass tower whose glazed curtain will evoke the region's many waterfalls.

A number of Justice on Target (JOT) initiatives were successfully implemented in Thunder Bay and shared throughout the Region to be implemented as appropriate. The Information to Accused document, which is distributed by police agencies at the time of release, resulted in a larger number of clients attending their first appearance better prepared. This, along with the Enhanced Reminder Notice, achieved more productive court appearances for our clients. The Enhanced Bail Model resulted in better case management, making the most of the Court's time, and increasing flexibility for our justice partners.

To support accessible, fair, timely and effective justice services to those commencing family law proceedings, Mandatory Information Programs (MIPs) were implemented across the Northwest Region. The sessions include applicants and respondents who are required to attend as a

Northwest Regional Statistics

Regional Centre: Thunder Bay

Population: 223,797

Area: 436,204 km²

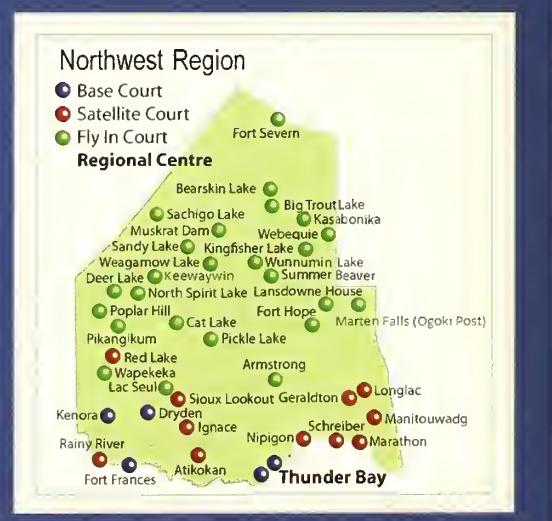
Population Density: 0.5 persons/km²

Base Court Locations: 5

Satellite Court Locations: 37

Total Court Locations: 42

Population statistics from Statistics Canada, 2011 Census. Because the Northwest Region crosses census districts, the following assumptions were used to calculate the regional statistics. The population includes all complete census districts minus Peawanuck. The geographic area includes Thunder Bay and Rainy River, plus 14 per cent of the Cochrane district and 73 per cent of the Kenora district. Please note population data is not available for some areas in the 2011 census due to incompletely enumerated Aboriginal reserves.





Kenora courthouse

part of their family law proceedings. MIPs are delivered by a member of the local family law Bar and a non-lawyer.

The Northwest Region has benefited enormously from its continued partnership with First Nations communities and organizations in the delivery of court services. The Northwest continues to work toward reflecting the diversity of the region in its workforce and in its service delivery. There are significant Aboriginal populations in the region. Our court sittings are routinely supported by the provision of court interpretation in the Ojibway and Oji-Cree languages, including community-specific dialects. The region continues to support the critical function of court interpretation through recruitment, training and mentoring of First Nation interpreters.

With the Northwest's unique geographic challenges, video conferencing continues to increase access to justice across the region. In 2011-12, the region continued to participate in a cross-divisional pilot project aimed at increasing access to justice services in the remote north. This project partnered with Sandy Lake First Nation to install a video conferencing unit in

their band office. A remote support worker from the community assists victims, witnesses and accused persons in accessing a variety of services via video to the base court in Kenora. To date, the project resources have been utilized by defence, Crown, Victims and Witness Assistance Program and probation and parole.

The region continues to take full advantage of technology using video, Microsoft Live-Meeting, CISCO Telepresence MOVI and e-learning modules to enhance its ability to deliver training and implement divisional initiatives in an efficient and cost-effective manner as part of the region's commitment to support a trained, professional workforce. For instance, the region uses technology to facilitate the monthly Regional Information Sharing Session where the Director of Court Operations, Managers and Supervisors meet via Live-Meeting to share corporate updates, introduce regionally based changes, and gather information from the field to support and inform corporate initiatives. Additionally, staff from the region participated in Supporting a Professional and Respectful Workplace training through Live-Meeting.

Toronto Regional Profile



Lynn Norris
Acting Director
Court Operations
Toronto Region

The Toronto Region serves the City of Toronto. With a population of over 2.7 million, the region has the highest population density of all Court Services Division regions. The region is ethnically diverse with one in four immigrants to Canada settling in Toronto.

The Toronto Region includes many high-volume courts and key justice system participants, including the Court of Appeal for Ontario; the Offices of the Chief

Justices for the Court of Appeal, the Superior Court of Justice and the Ontario Court of Justice; the Provincial Legislature; the offices of the Law Society of Upper Canada; and many of the province's largest law firms. The region also houses Ontario's first electronic courtroom for commercial and other non-jury civil matters, as well as a number of multi-accused high security courtrooms with enhanced technology to support complex criminal prosecutions.

Improvements to existing courthouses continued throughout 2011-12, including a multi-year HVAC life safety upgrade project at 311 Jarvis Street. The project includes the replacement and upgrading of the heating and ventilation systems, replacement of the fire alarm system, and installation of a new sprinkler system.

In June 2011, enhancements were made to the Family Law Information Centres (FLICs) at 393 University Avenue, 311 Jarvis Street, and 47 Sheppard Avenue in support of the ministry's

commitment to expand family justice services. On July 15, 2011, an information and referral coordinator, on-site and off-site mediation, and a mandatory information program were offered at each of these locations. The FLIC at 393 University Avenue was expanded to provide additional space for these enhanced services.

Modifications were made to courtroom 509 at College Park to accommodate a first-degree murder preliminary hearing with six in-custody accused. This project consisted of installing a larger prisoner box, adding additional counsel tables, and enhancing the audio and digital recording systems.

In March 2012, improvements to the public counters at 47 Sheppard Avenue commenced, which included reconfiguring the public counters in both the small claims court office and the family court office to meet all requirements of the Accessibility for Ontarians with Disability Act. Upgrades are expected to be completed by September 2012.

Accessibility improvements were made to family courtroom 905 at 393 University Avenue by creating a ramp that allows the judiciary full access to this courtroom and the dais.

The Toronto Region continues to support the ministry's Justice on Target (JOT) strategy. JOT strategies implemented in all Ontario Courts of Justice in Toronto, including early resolution initiatives and daily information sessions for those first appearance accused, have resulted in time-saving measures for set-date and bail court operations, while providing the Crown with additional time for screening cases and preparing for pre-trials.

Toronto Regional Statistics

Regional Centre: 700 Bay Street

Population: 2,615,060

Area: 630 km²

Population Density: 4,149.5 persons/km²

Base Court Locations: 11

Satellite Court Locations: 0

Total Court Locations: 11

Population Statistics from Statistics Canada, 2011 Census.



On June 10, 2011, Canada's first Integrated Domestic Violence Court (IDVC) was implemented at 311 Jarvis Street. The IDVC is being piloted for two years and provides one court where litigants attend to have their family and domestic violence related criminal matters heard by one judge. The court was designed to reduce delays in proceedings, while ensuring consistency between family and criminal court orders. The IDVC is aimed at enhancing complainant safety and the accountability of the accused, while reducing recidivism.

Toronto Region court staff and staff in the division's Family Policy and Programs Branch worked collaboratively with the judiciary and other justice participants during the process design, planning, and implementation of the IDVC. As a result of this collaboration, criminal and family information and records were smoothly integrated, which will assist in the success of the pilot project.

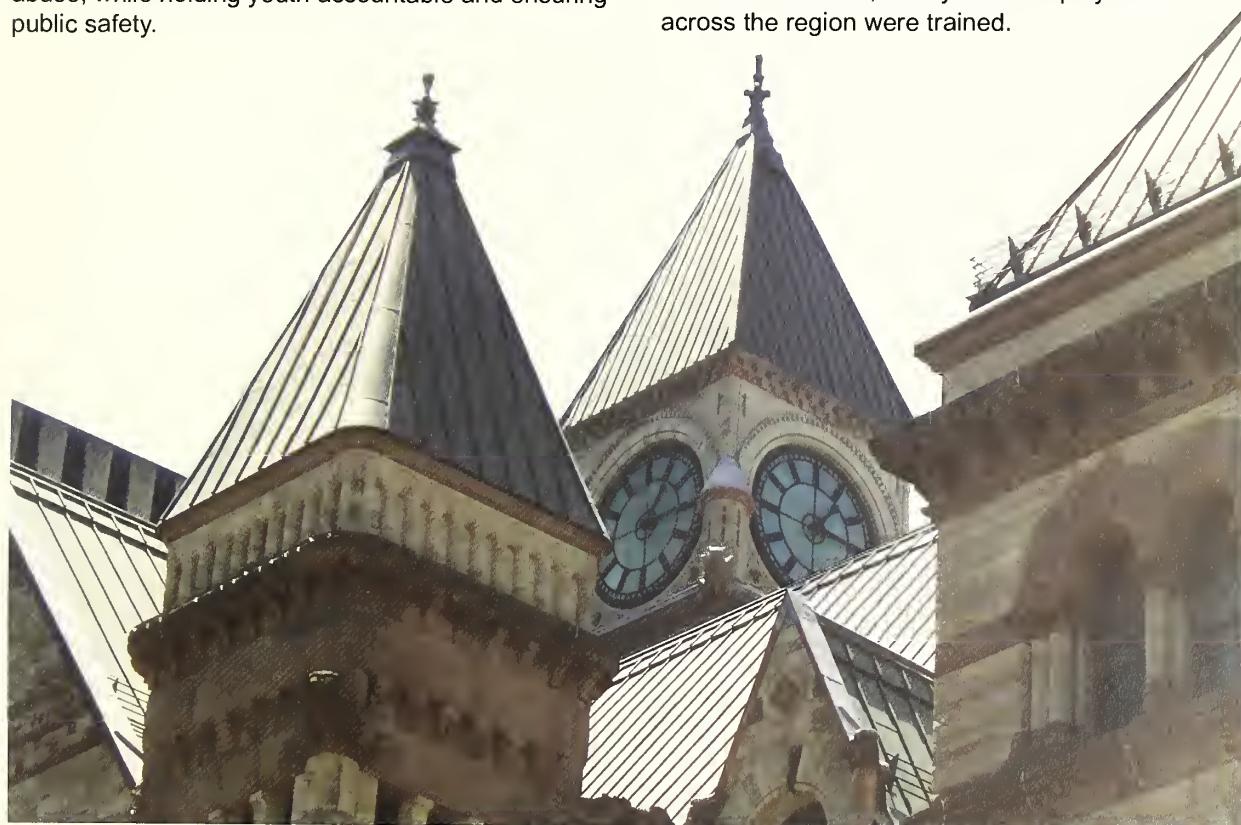
Also in June 2011, a Community Youth Court (CYC) was implemented at 311 Jarvis Street. The CYC operates two afternoons per month serving youth who have mental health and substance abuse problems that may have contributed to their offending behaviour. The program specializes in resolving youth charges through alternatives to custody and providing youth access to community support programs. This court is focused on addressing the underlying issues of mental health and/or substance abuse, while holding youth accountable and ensuring public safety.

In 2011-12, the Toronto Region began the implementation of digital recording devices (DRDs) in all court locations, with 78 per cent of the 202 courtrooms successfully completed. The regional project team is working closely with justice participants and is striving for full implementation by Fall 2012.

The electronic trial scheduling tool originally developed by Durham Region courthouse staff and implemented at 1000 Finch Avenue West in March 2011, was employed at 2201 Finch Avenue West in October 2011 and 1911 Eglinton Avenue East in February 2012. The implementation of this program assists with the recording, tracking and sharing of appropriate scheduling information with justice participants and promotes efficient courtroom utilization.

In February 2012, the electronic courtroom upgrades project commenced at 361 University Avenue. Voice lift, video conferencing, document sharing and annotation capabilities will be installed in the four courtrooms identified in consultation with the judiciary by fall 2012.

As part of its commitment to support a trained professional workforce, the Toronto Region worked closely with the Divisional Support Branch to deliver in-person staff awareness sessions on Supporting a Professional and Respectful Workplace. From July to November 2011, nearly 1000 employees from across the region were trained.



Skyline of Old City Hall, Toronto

West Regional Profile



Paul Langlois
Director
Court Operations
West Region

contains major border crossings between Canada and the United States in Sarnia and Windsor.

The region is served by 18 base courts in 13 communities providing full justice support services for criminal, civil, family and small claims court cases. In addition, six satellite courts are located in the region. The London-based regional office houses Ontario's Provincial Jury Centre, which manages the provision of information to support the selection of jury panels across the province.

On August 21, 2011, Goderich was devastated by a tornado. The Goderich courthouse sustained significant damage due to this event. The Integrated Business Continuity Plan was activated immediately. Through excellent strategic planning and collaboration of many justice and non-justice participants, a full-service, interim court facility was established on the grounds of the existing courthouse while repairs were made to the courthouse. On February 27, 2012, the Goderich courthouse was once again open for business.

Construction continues at the site of the Waterloo Region consolidated courthouse with substantial

The West Region has an estimated population of 2,210,610. Geographically, the region spans approximately 33,000 square kilometres from Owen Sound down along the shores of Lake Huron to Windsor, then back up the shores of Lake Erie to St. Thomas before heading back to Owen Sound via Kitchener and Guelph, and includes both large urban and rural farming communities. The region also

completion targeted for January 13, 2013. Once completed, the new consolidated courthouse will contain 30 courtrooms and eight motions and settlement conference rooms, as well as provide enhanced courtroom technologies. The building is fully enclosed with interior construction on-going. Transition planning and activities are underway with all justice participants preparing plans to move both functions and people to the new site. Staff Transition Workgroups have been formed to support employee engagement and to utilize the expertise of staff to support this transition.

Work continues on the St. Thomas consolidated courthouse project with design work nearing completion. Work has already begun on the ground in order to prepare the site for construction and the historic courthouse for renovation. Construction is expected to begin in May of 2012 and to be substantially completed by December of 2013. Once completed, the new consolidated courthouse will contain eight courtrooms and three motions and settlement conference rooms, as well as provide enhanced courtroom technologies.

All locations in the West Region continue to be actively involved in the Justice on Target (JOT) strategy. As part of the JOT strategy, JOT and divisional staff have been working with members of the judiciary and other criminal justice participants through Local Leadership Teams and/or informal discussions between justice participants to identify, implement and sustain locally-developed solutions in all courts in the region. There continues to be a collaborative involvement of the West Regional Leads Committee, comprised of judiciary, directors and regional representatives from Legal Aid, the defence bar, Ministry of Community Safety & Correctional Services, the Victims and Vulnerable Persons Division, and the County and District Law Presidents Association.

West Regional Statistics

Regional Centre: London

Population: 2,259,725

Area: 32,789 km²

Population Density: 68.9 persons/km²

Base Court Locations: 18

Satellite Court Locations: 6

Total Court Locations: 24

Population Statistics from Statistics Canada, 2011 Census.





Woodstock courthouse

There were some significant initiatives commenced in the West Region in support of JOT during this period. A few examples to note, in January of 2012, London launched the Streamlined/90-Day Intake Initiative after the program showed positive results at other court sites in ensuring clients were better prepared for their court appearances. The goal is to continue to have this initiative rolled out across the West Region.

Work was completed on the enhanced technology video remand courtroom at the Ontario Court of Justice in Windsor. This is part of a developing "market place" concept which moves the bail, remand, and resolution courts to one floor of the courthouse. The concept also envisions the expanded use of video conferencing technology in support of reducing delay in the criminal courts.

The Kitchener Ontario Court of Justice Trial Coordinator's Office created an electronic mailbox feature which ensures a consistent sharing of information amongst identified justice participants which results in quicker response times

Local judiciary, working with First Nations communities, support services, Court Services Division and other justice participants were successful in the introduction of a Gladue Guilty Plea Court in London. This court sits every other Monday afternoon since starting on January 16, 2012.

There was an implementation of expanded family law services in Windsor on August 22, 2011, including mediation and information and referral services. A very supportive advisory committee made up of members of the judiciary and other justice partners

was instrumental in ensuring the highly successful launch of these new services for the public.

In partnership with the Windsor Faculty of Law, a new program to offer free mediation services to small claims court litigants was launched in September of 2011.

All court sites in this region have successfully transitioned to digital recording devices (DRD), allowing for an enhanced ability to capture the court record with improved access to recordings over the computer network for the judiciary.

Over the past six months, all computers and print devices were refreshed. In support of the OPS Green Initiative, the West Region was able to significantly reduce the total number of print devices in the region and provide enhanced functionality through the deployment of multi-function devices (MFDs).

The region is presently piloting a Mobile Video Service at the Owen Sound and Walkerton courthouses which provides an audio and video connection between a solicitor and their client at the Central North Correction Centre in Penetanguishene. It is anticipated that travel time and costs for members of the Bar will be mitigated through the use of this technology.

Training sessions for staff remains a priority feature and the West Region successfully hosted four in-person Supporting a Professional and Respectful Workplace training session in three cities. The sessions also provided the capacity for staff at other court locations to join through Live-Meeting.

Corporate Directors

Corporate directors manage each of the division's five branches: the Civil Policy and Programs Branch, the Corporate Planning Branch, the Criminal/*Provincial Offences* Act Policy and Programs Branch, the Divisional Support Branch, and the Family Policy and Programs Branch. The Court Business Solutions Branch, including the Court Information Management System (CIMS) Business Team, of the Justice Technology Services supports technology in the division. Each director reports to the assistant deputy attorney general.

The corporate directors are: Susan Charendoff, Civil Policy and Programs Branch; Sheila Bristo (A), Corporate Planning Branch; Diana Hunt, Criminal/*Provincial Offences* Act Policy and Programs Branch; Beverly Leonard (A), Divisional Support Branch; Anne Marie Predko, Family Policy and Programs Branch; and Chris Walpole, Head, Court Business Solutions Branch.

Corporate Support



Susan Charendoff
Director
Civil Policy and
Programs Branch

The Civil Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives with respect to the civil justice system
- providing legal, operational, policy and program support to civil court and enforcement office staff
- providing legal, operational and policy support and advice to senior management on civil court and enforcement issues
- participating on the Civil Rules Committee
- developing, implementing and managing civil justice reform strategies to reduce cost and delay in the civil justice system



Sheila Bristo
Acting Director
Corporate Planning
Branch

The Corporate Planning Branch is responsible for:

- developing operational policy and providing program support to court operations
- managing special projects

The Criminal/*Provincial Offences* Act Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives affecting the courts in the criminal practice area and the courts that hear *Provincial Offences* Act matters
- providing policy and program support to criminal court staff
- providing support to initiatives from the ministry's Criminal Law Division and Justice on Target team
- overseeing, providing operational and operational policy support to, and acting as a liaison with municipal partners on *Provincial Offences* Act matters
- providing legal support and advice to senior management on criminal, *Provincial Offences* Act and cross-practice area issues
- supporting judicial and legal appointments
- providing judicial library services
- providing management information, including court activity statistics
- providing research services



Diana Hunt
Director
Criminal / *Provincial
Offences* Act
Policy and Programs
Branch

The Divisional Support Branch is responsible for:

- leading financial and workforce planning
- providing human resources and labour relations implementation support
- leading strategic planning and implementation
- supporting facilities and emergency management planning
- coordinating public communications
- producing and publishing the annual report



Beverly Leonard
Acting Director
Divisional Support
Branch

The Family Policy and Programs Branch is responsible for:

- overseeing and providing policy and program support family mediation and information services
- providing policy, program, legal and technical support and training to family court staff
- providing legal support and advice to senior management on family justice issues
- developing, implementing and managing justice reform strategies to reduce cost and delay in the family justice system
- developing, implementing and managing legislative, regulatory and administrative initiatives with respect to the family justice system
- participating on Federal/Provincial/Territorial Family Law Committees and the Family Rules Committee
- leading the Accessibility Unit and working to incorporate accessibility principles into program and policy design



Anne-Marie Predko
Director
Family Policy and
Programs Branch

The Court Business Solutions Branch is responsible for:

- developing and implementing the information technology components of the Court Services Division multi-year plan
- planning, developing, implementing and managing large scale, complex information technology and business transformation initiatives
- planning, developing and implementing information technology systems and accompanying support models to enable the ministry's mandate of providing a modernized court system
- acting as liaison with the division's branches, Justice Technology Services Division, and Infrastructure Technology Services while providing leadership in the development and delivery of progressive information technology services
- consulting, as appropriate, with the Judicial Information Technology Office and the judiciary to ensure the collaborative planning and management of initiatives affecting the judicial computing environment and the development of solutions
- overseeing and supporting the acquisition of the division's information technology hardware and software



Chris Walpole
Director
Court Business
Solutions Branch

Chapter 2

Introduction to Ontario's Courts

Ontario's *Courts of Justice Act* provides the legislative framework for the province's court structure. The act establishes the jurisdiction of each of the province's three courts: the Court of Appeal for Ontario, the Superior Court of Justice, and the Ontario Court of Justice.

The Court of Appeal for Ontario

The Court of Appeal for Ontario is the highest court in the province. The Court of Appeal for Ontario hears:

- criminal appeals of decisions of the Superior Court of Justice and the Ontario Court of Justice in relation to indictable offences
- inmate appeals (heard on alternate months in Kingston and heard monthly in Toronto)
- motions for leave to appeal and appeals from lower court appellate decisions in relation to Summary Conviction and *Provincial Offences Act* matters
- appeals of final decisions of the Superior Court of Justice in relation to civil and family disputes
- appeals of final decisions from the Ontario Review Board
- motions for leave to appeal and appeals of appellate decisions of the Divisional Court
- single judge and panel motions brought in relation to appeals before the court
- matters remanded to the Court of Appeal by the Supreme Court of Canada and matters referred to the Court of Appeal by the Lieutenant Governor in Council or the Federal Minister of Justice

The Court of Appeal for Ontario sits in Toronto at Osgoode Hall and is composed of the Chief Justice of Ontario, Warren K. Winkler; the Associate Chief Justice of Ontario, Dennis O'Connor; 20 other full-time judges; and three supernumerary judges. Appeals are heard by a panel of three or five judges. Decisions from the Court of Appeal may be further appealed to the Supreme Court of Canada.

"The people of Ontario can be proud of our justice system. Our independent and highly qualified judiciary confidently delivers fair, transparent and impartial justice. We are also blessed with a vibrant bar and expert court administration. Yet, there remain many within our communities that feel the justice system remains out of reach and untimely. It is only through our vigilance and commitment to meaningful access to justice services in family, civil and criminal law matters that we can be confident that our legal system will remain the strong pillar it must be to support our free and democratic society."

The Honourable Warren K. Winkler
Chief Justice of Ontario

The Superior Court of Justice

The Superior Court of Justice hears:

- criminal prosecutions of indictable offences
- some criminal prosecutions involving young persons
- summary conviction appeals from the Ontario Court of Justice
- bail reviews
- all civil proceedings (civil claims under \$25,000 are dealt with in Small Claims Court, a branch of the Superior Court)
- family law disputes involving divorce or property claims, child and spousal support, and custody and access claims (where the Family Court branch of the Superior Court of Justice exists, the Superior Court hears all family cases, including child protection and adoption matters)
- certain appeals and applications for judicial review, including statutory appeals from decisions of provincial administrative tribunals

The Superior Court of Justice sits in 51 court locations in Ontario. The Court is led by Chief Justice Heather J. Smith. Justice J. Douglas Cunningham is the Associate Chief Justice. The Chief Justice has the statutory authority to direct and supervise the sittings of the Superior Court as well as the assignment of judicial duties. These powers are delegated, subject to the direction of the Chief Justice, to eight Regional Senior Judges to exercise in their respective regions. In turn, the Regional Senior Judges may designate Local Administrative Judges to assign and schedule cases at certain court sites. The Senior Judge of the Family Court of the Superior Court of Justice advises the Chief Justice on specific matters related to family justice throughout the province and performs other duties relating to the Family Court as assigned by the Chief Justice. Justice R. John Harper is presently the Senior Judge of the Family Court.



"One of the most important and most debated principles underlying our justice system in Canada today is access to justice... most agree that meaningful access to justice must be access that is timely, effective and affordable for everyone. Our principal partner in the administration of justice in Ontario is the Ministry of the Attorney General and, in particular, its Court Services Division... The collaborative efforts of all our justice partners comprise an enviable model for the delivery of meaningful access to justice."

The Honourable Heather J. Smith
Chief Justice of the Superior Court of Justice

Divisional Court

The Divisional Court is a branch of the Superior Court of Justice and is one of the busiest and most efficient appellate level courts in Canada. The Divisional Court is the primary forum for the judicial review of government action in Ontario and also has some civil and family appellate jurisdiction. For example, the Divisional Court hears appeals and reviews of decisions from several hundred governmental agencies, boards and commissions. The Divisional Court also hears some civil appeals under \$50,000.

The Divisional Court sits in various locations with either one or three judges depending on the type of proceeding. The Court consists of the Chief Justice of the Superior Court of Justice, the Associate Chief Justice of the Superior Court of Justice and other designated judges from the Superior Court of Justice.

Family Court

In 17 municipalities across the province, the Family Court branch of the Superior Court of Justice provides a single court for all family matters, including divorce, division of property, child protection, adoption, child and spousal support, and child custody and access matters. Where the single Family Court does not exist,

jurisdiction over family law matters is divided between the Superior Court of Justice and the Ontario Court of Justice.

The Family Court branch sites have traditionally been resourced with special services, including an Information and Referral Coordinator, mediation, and parent information programs.

In the summer of 2011, the attorney general embarked on a tremendous expansion of front-end family justice services across the entire province. Now, all Superior Court of Justice locations have the support of an Information and Referral Coordinator, onsite and offsite mediation and Mandatory Information Programs for litigants engaged in family proceedings.

Small Claims Court

Small claims court is another branch of the Superior Court of Justice. The Court hears civil actions for claims up to \$25,000. Frequently referred to as the “people’s court,” small claims court offers streamlined procedures and affordable access to justice, and hears almost half of all the civil proceedings in the province. Small claims court is primarily presided over by senior lawyers appointed to serve as deputy judges. There are also a small number of permanently appointed small claims court judges.



Superior Court of Justice courtroom in the Collingwood courthouse

The Ontario Court of Justice

All criminal cases are commenced in the Ontario Court of Justice and over 95 per cent of these cases are completed in this Court. Ontario Court judges and justices of the peace sit in over 170 locations across the province.

Judges of the Court hear:

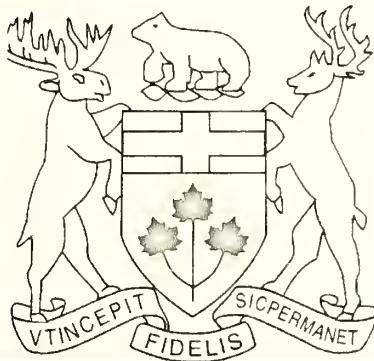
- criminal prosecutions of indictable and summary conviction offences
- most criminal prosecutions involving young persons
- *Provincial Offences Act* appeals from the decisions of justices of the peace
- child protection applications, family law disputes involving custody, access and support, and adoption applications in areas where the Family Court branch of the Superior Court of Justice does not exist

Justices of the peace hear:

- bail hearings
- first appearance matters
- prosecutions of provincial offences

The Court is led by Chief Justice Annemarie E. Bonkalo. Associate Chief Justice Peter D. Griffiths and Associate Chief Justice/Coordinator of Justices the Peace John A. Payne provide support to the Chief Justice and have special delegated responsibilities as well as those set out by statute.

For the purposes of judicial administration of the Ontario Court of Justice, the province is divided into seven geographic regions, each of which has a regional senior judge and a regional senior justice of the peace. Across the province, local administrative judges and justices of the peace assist the regional senior judges and regional senior justices of the peace, respectively.

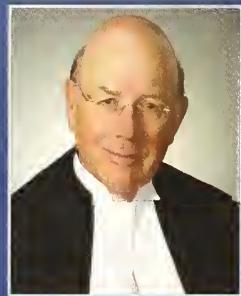


"We all share a common goal: to provide justice to the people of Ontario. Our judges and justices of the peace fulfill their duties as independent and impartial officers of the law in service to the people of Ontario, and I thank them for their diligence and dedication. I also wish to acknowledge the contributions of every individual who works in Ontario's justice system, the lawyers, police, courthouse and ministry staff, victim service workers and community agency staff.

We all own a piece of the system and we must continue to work together to achieve excellence. The public deserves no less."

The Honourable Annemarie E. Bonkalo
Chief Justice of the Ontario Court of Justice

The Judiciary 2011-12



**The Honourable
Warren K. Winkler**
Chief Justice of Ontario



**The Honourable
Dennis R. O'Connor**
Associate Chief Justice
of Ontario



**The Honourable
Heather J. Smith**
Chief Justice of the
Superior Court of
Justice



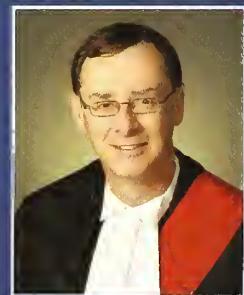
**The Honourable
J. Douglas
Cunningham**
Associate Chief Justice
of the Superior Court of
Justice



**The Honourable
Annemarie E. Bonkalo**
Chief Justice of the
Ontario Court of Justice



**The Honourable
Peter D. Griffiths**
Associate Chief Justice
of the Ontario Court of
Justice



**The Honourable
John A. Payne**
Associate Chief Justice
of the Ontario Court of
Justice / Coordinator of
Justices of the Peace

Courtroom in the Brantford courthouse



Judicial Complement (as of March 31, 2012)

Court	Judicial Official	Complement
Court of Appeal for Ontario	Judges of the Court of Appeal for Ontario (Full-time)	20
	Judges of the Court of Appeal for Ontario (Supernumerary)	3
Superior Court of Justice	Judges of the Superior Court of Justice (Full-time)	242
	Judges of the Superior Court of Justice (Supernumerary)	75
Ontario Court of Justice	Judges of the Small Claims Court (Part-time)	2
	Deputy Judges of the Small Claims Court	390
	Traditional Masters (Part-time)	2
	Case Management Masters	16
	Judges of the Ontario Court of Justice (Full-time)	284
	Judges of the Ontario Court of Justice (Part-time)	37
	Justices of the Peace	345
	Justices of the Peace (Per Diem)	52

Chapter 3

2011-12 Court Activity

2011-12 court activity statistical data is extracted from automated case tracking systems in use in Ontario.

Criminal statistics for the Ontario Court of Justice are extracted from an operational system called ICON.

Statistical data for other courts are obtained from the FRANK system. The system collects data and facilitates tracking activity for civil, family, Small Claims Court and criminal proceedings in the Superior Court of Justice.

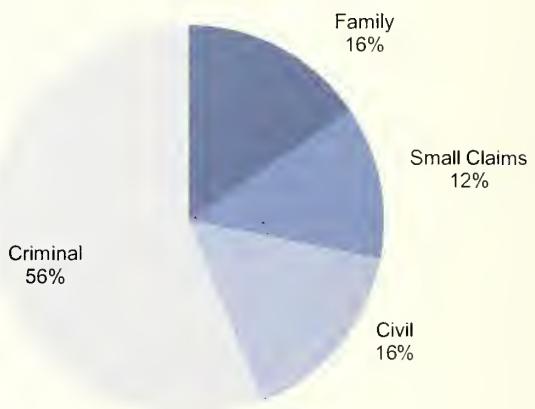
Province-wide data from the FRANK system became available April 1, 2005 and has replaced the data for civil, family, Small Claims Court, and criminal proceedings in the Superior Court of Justice, that were previously reported. Older court statistics derived from previous data are not comparable with data from the new system.

This chapter highlights some of the trends that Court Services Division is tracking for all practice areas. More information and definitions are included in Appendix B.

New Proceedings Received by Practice Area

In 2011-12, criminal matters comprised over half of all new proceedings; followed by civil and family matters, which accounted for 16 per cent each, and Small Claims Court proceedings, which comprised 12 per cent.

New Proceedings Received by Practice Area
April 2011 to March 2012



The Criminal Courts - Ontario Court of Justice

Five Year Trends

Charges Received, Disposed, and Pending

All criminal charges are initially filed in the Ontario Court of Justice. Some of those charges proceed to the Superior Court of Justice by way of indictment.

In 2011-12, the Ontario Court of Justice received over 580,000 criminal charges. Adult *Criminal Code of Canada* charges comprised 79 per cent of total charges received, while adult federally prosecuted charges comprised 9.5 per cent and youth charges 11.6 per cent.

Over the past five fiscal years, the overall number of charges received decreased by 2 per cent. Adult *Criminal Code of Canada* charges remained relatively stable, while youth charges decreased by 22 per cent.

The number of charges disposed decreased slightly. Adult *Criminal Code of Canada* charges and federal charges increased by 2 per cent and 9.7 per cent, respectively.

The number of charges pending has decreased by 9.4 per cent. Over the past five years, the number of charges pending for adult *Criminal Code of Canada* charges decreased by 7.7 per cent, and youth charges decreased by 27.5 per cent.

Events¹

An event is a court appearance. Over the past five years, criminal events heard in the Ontario Court of Justice decreased by 12.4 per cent. Historically, the number of events heard has increased from year to year. In 2009-10 the number of events heard decreased. This decrease continued in 2010-11 and 2011-12.

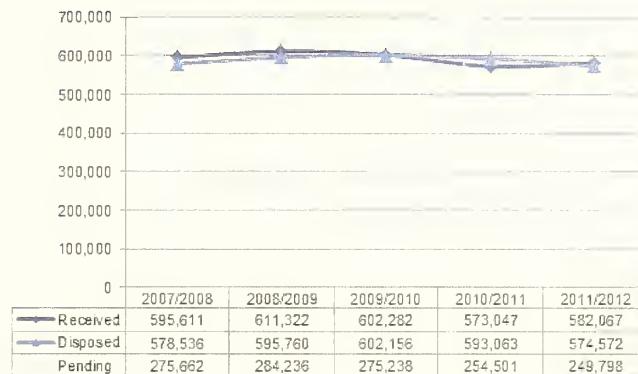
Courtroom Operating Hours²

Province-wide, courtroom operating hours decreased by one per cent over the last five years.

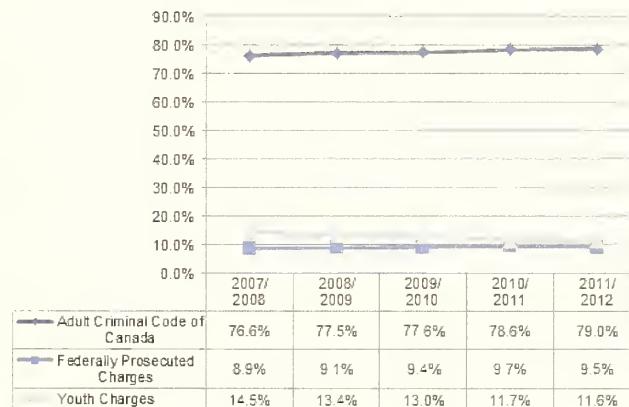
¹ Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts database shows two events for each court appearance.

² Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

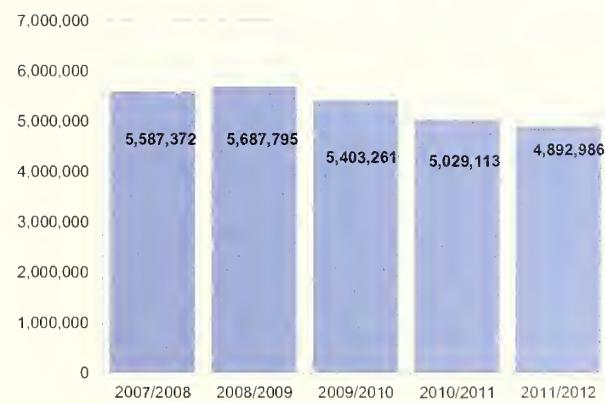
Charges Received, Disposed, and Pending in the Ontario Court of Justice



Per cent of Charges Received by Statute in the Ontario Court of Justice



Events Heard in the Ontario Court of Justice



The Criminal Courts - Superior Court of Justice

Five Year Trends

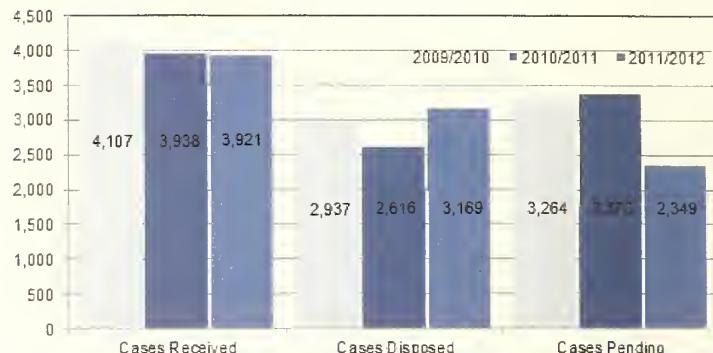
Cases Received, Disposed, and Pending¹

In 2011-12, the Superior Court of Justice received 3,921 criminal cases and disposed of 3,169 cases (indictments and appeals). Since 2009-10, the number of criminal cases received decreased by 4.5 per cent, while the number of cases disposed increased by 8 per cent. Over the last three fiscal years, criminal cases pending have decreased by 28 per cent.

Courtroom Operating Hours²

Courtroom operating hours increased by 5 per cent over the last five years.

Cases Received, Disposed, and Pending in the Superior Court of Justice, Criminal



¹ Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As a result, five-year trend data will not be available until 2013-14.

² Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Civil Courts

Five Year Trends

New Proceedings

In 2011-12, there were 82,700 new proceedings initiated in the Superior Court of Justice, down 3 per cent from 2007-08, and down 15 per cent from 2009-10. This is partially due to the increase in monetary limit of the Small Claims Court from \$10,000 to \$25,000 beginning January 1, 2010. This allowed cases that would have been commenced in the Superior Court of Justice prior to 2010 to be brought into the Small Claims Court.

In 2011-12, 1,235 proceedings were heard in the Divisional Court.

Events Heard

The number of events heard decreased by 1.4 per cent in the past 5 years, down 13.5 per cent from 2009-10. Again, this decrease is partially due to the increase in monetary limit of the Small Claims Court.

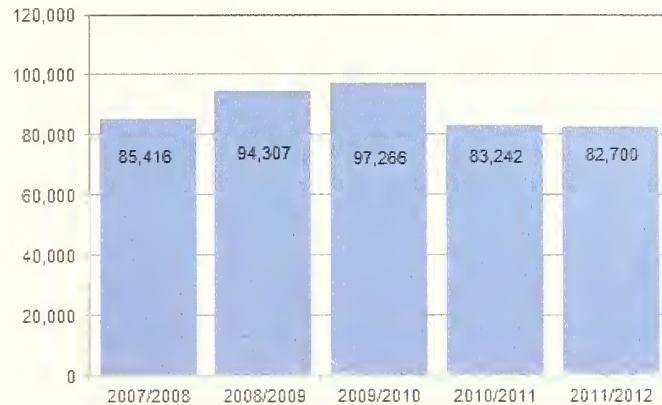
Civil Mediation

Mandatory mediation is a feature of civil case management in Toronto¹, Ottawa and Windsor. Full settlement rates for mandatory mediation in Ottawa and Windsor have increased from approximately 41 per cent in 2007-08 to 46 per cent in 2011-12.

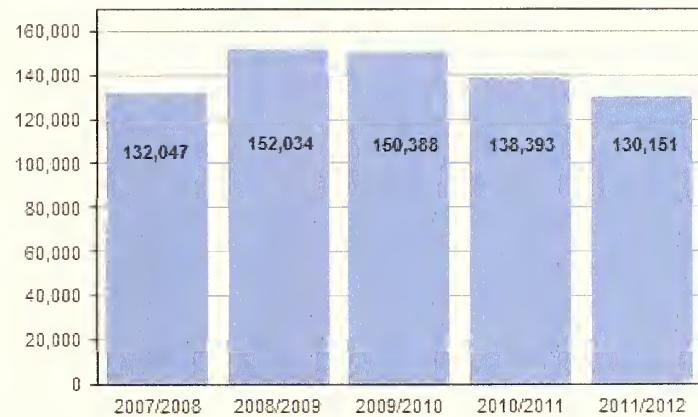
Courtroom Operating Hours²

Courtroom operating hours have decreased by 10 per cent over the last five years.

New Proceedings in the Superior Court of Justice, Civil



Events Heard in the Superior Court of Justice, Civil



1. Statistics for Toronto are currently unavailable.

2. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Family Courts

Five Year Trends

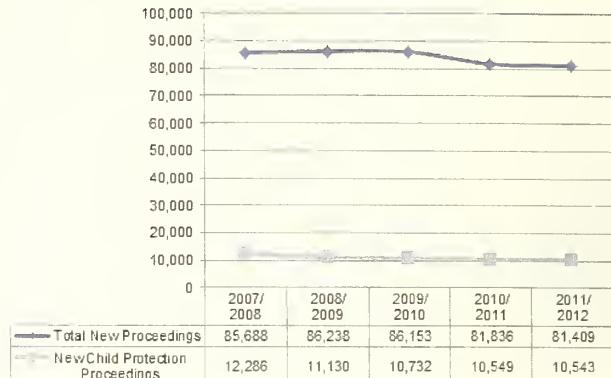
Overview of Family Proceedings

Family matters are heard in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice. In 17 locations, the Family Court branch of the Superior Court hears all family matters. In the rest of the province, family matters are heard in either the Superior Court of Justice or the Ontario Court of Justice, depending on the claims made in each case.

New Proceedings

In 2011-12, the family courts received 81,409 new proceedings. Of these, 10,543 (13 per cent) were child protection proceedings under the Child and Family Services Act. The total number of new proceedings has decreased by 5 per cent since 2007-08 and new child protection proceedings decreased by 14 per cent.

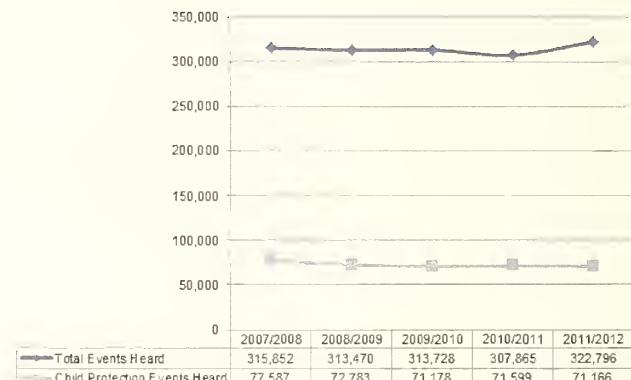
New Family Proceedings in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice



Events Heard

In 2011-12, there were 322,796 events heard in the family courts, of which 22 per cent were events heard in child protection proceedings. Since 2007-08, the total number of events heard increased by 2 per cent, while child protection events heard decreased by 8 per cent. The increase in the total number of events is likely due to the introduction of the Mandatory Information Program in all family courts across the province. Effective September 1, 2011, the Family Law Rules were changed to require all litigants, unless exempt, to attend a Mandatory Information Program (MIP). The MIP provides litigants with information on the impact of relationship breakdown on children and families, legal information, the court process and other alternative methods of dispute resolution for family disputes.

Events Heard in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice



Time to Disposition for Child Protection Proceedings

Since 2007-08, the percentage of child protection proceedings that took more than four months to be disposed increased from 47 per cent to 51 per cent. During the same time period, the volume of child protection cases decreased because of changes to the *Child And Family Services Act*. The increase in time to disposition of child protection proceedings may be a reflection of the increased complexity of the cases remaining in the system.

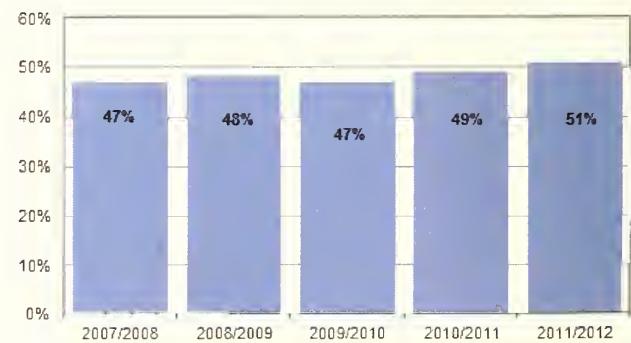
Mediation

Family mediation rates for full and partial settlement decreased slightly from 80 per cent in 2007-08 to 79.1 per cent in 2011-12.

Courtroom Operating Hours¹

Since 2007-08, courtroom operating hours increased by 12.5 per cent.

Percentage of Child Protection Proceedings that Took More than Four Months to be Disposed in the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice



¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Family Courts

Superior Court of Justice

New Proceedings

Since 2007-08, the number of new proceedings commenced in the Superior Court of Justice decreased by 3.5 per cent.

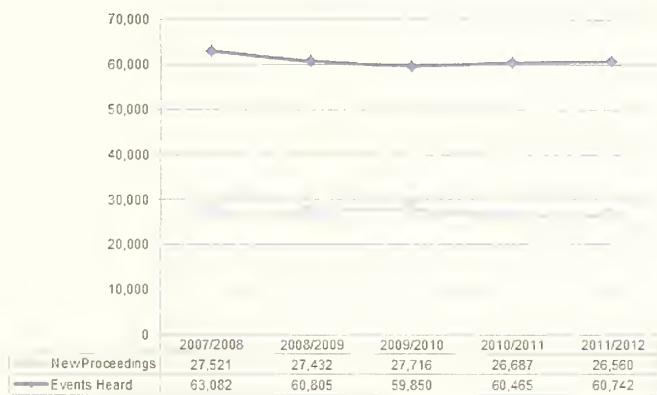
Events Heard

Over the last five years the number of events heard decreased by 3.7 per cent. Effective September 1, 2011, the Family Law Rules were changed to require all litigants, unless exempt, to attend a Mandatory Information Program (MIP). The MIP provides litigants with information on the impact of relationship breakdown on children and families, legal information, the court process and other alternative methods of dispute resolution for family disputes. Events heard in the Superior Court of Justice would have decreased more if the MIP had not been implemented.

Courtroom Operating Hours¹

Since 2007-08, courtroom operating hours increased by 8 per cent.

New Family Proceedings and Events Heard in the Superior Court of Justice



¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

Family Court branch of the Superior Court of Justice

New Proceedings

Since 2007-08, the total number of new proceedings commenced in the Family Court branch of the Superior Court of Justice has decreased by 3 per cent, and new child protection proceedings commenced decreased by 16.3 per cent.

Events Heard

In the past five years, the total number of events heard increased by 11.6 per cent, while child protection events heard decreased by 7.6 per cent. The increase in the total number of events is likely due to the introduction of the Mandatory Information Program in all family courts across the province. By practice direction, clients at the Family Court branch sites were required to attend the Mandatory Information Program (MIP) effective April 1, 2011. The MIP provides litigants with information on the impact of relationship breakdown on children and families, legal information, the court process and other alternative methods of dispute resolution for family disputes.

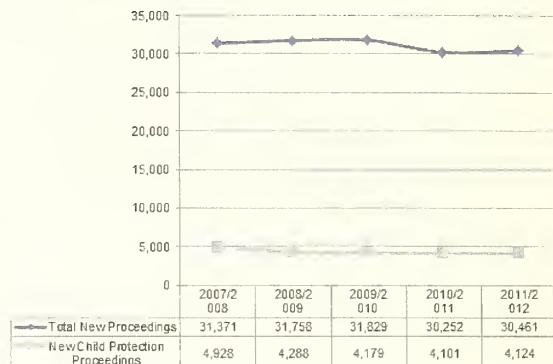
Time to Disposition for Child Protection Proceedings

The percentage of child protection proceedings that took more than four months to be disposed increased from 45 per cent in 2007-08 to 50 per cent in 2011-12.

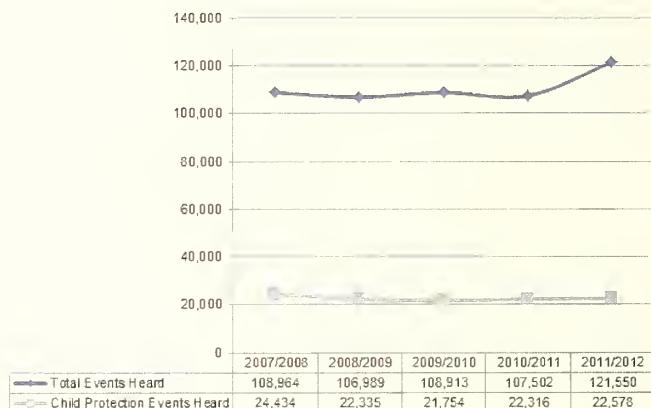
Courtroom Operating Hours¹

Since 2007-08, courtroom operating hours increased by 19.6 per cent.

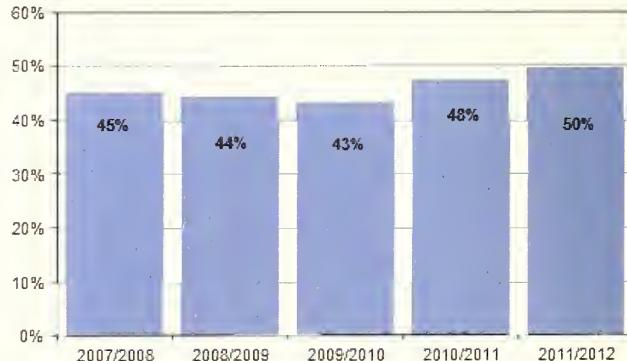
New Family Proceedings in the Family Court branch of the Superior Court of Justice



Family Events Heard in the Family Court branch of the Superior Court of Justice



Percentage of Child Protection Proceedings that Took More than Four Months to be Disposed in the Family Court branch of the Superior Court of Justice



¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Family Courts

Ontario Court of Justice

New Proceedings

In the last five years, the total number of new proceedings commenced in the Ontario Court of Justice decreased by 9 per cent, and new child protection proceedings commenced decreased by 12.8 per cent.

Events Heard

Since 2007-08, the total number of events heard decreased 2 per cent, and child protection events heard decreased by 8.6 per cent. Effective September 1, 2011, the Family Law Rules were changed to require all litigants, unless exempt, to attend a Mandatory Information Program (MIP). The MIP provides litigants with information on the impact of relationship breakdown on children and families, legal information, the court process and other alternative methods of dispute resolution for family disputes. Events heard in the Ontario Court of Justice would have decreased more if the MIP had not been implemented.

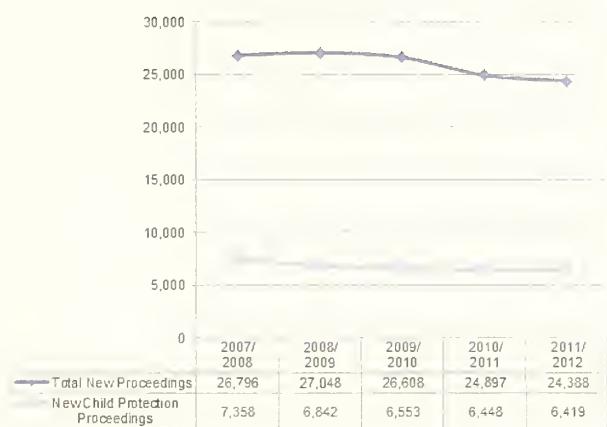
Time to Disposition for Child Protection Proceedings

The percentage of child protection proceedings that took more than four months to be disposed increased from 48 per cent in 2007-08 to 51 per cent in 2011-12.

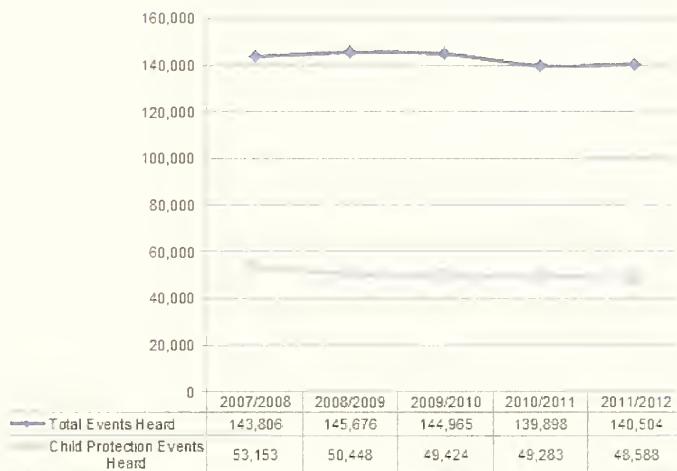
Courtroom Operating Hours¹

Since 2007-08, courtroom operating hours increased by 7.5 per cent.

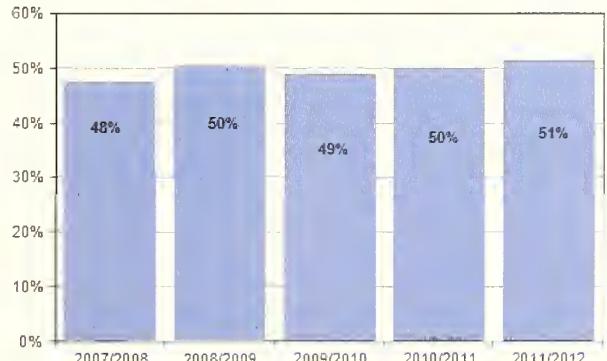
New Family Proceedings in the Ontario Court of Justice



Family Events Heard in the Ontario Court of Justice



Percentage of Child Protection Proceedings that Took More than Four Months to be Disposed in the Ontario Court of Justice



¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

Small Claims Court

Five Year Trends

New Proceedings

45 per cent of all civil cases commenced in 2011-12 were Small Claims Court claims.

In 2011-12, 66,394 new cases were filed in the Small Claims Court, an increase of 4.3 per cent from 2007-08, and up 3.3 per cent since 2009-10. This increase is likely due to the increase in monetary limit of the Small Claims Court from \$10,000 to \$25,000 beginning January 1, 2010. This allowed cases that would have been commenced in the Superior Court of Justice prior to 2010 to be brought in the Small Claims Court.

New Proceedings in the Small Claims Court



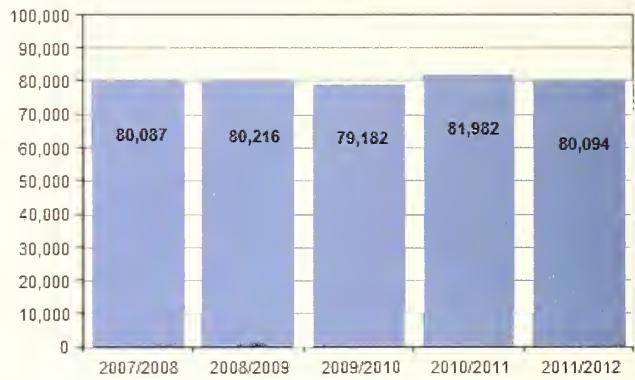
Events Heard

Over the past five years, events heard remained relatively stable.

Courtroom Operating Hours¹

Since 2007-08, courtroom operating hours increased by 24 per cent.

Events Heard in the Small Claims Court



¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Court of Appeal for Ontario

Five Year Trends

New Appeals Files by Practice Area

In 2011-12, criminal appeals comprised 52 per cent of all new appeals filed in the Ontario Court of Appeal. Five per cent of appeals were in family matters and 43 per cent were in civil matters.

Criminal Appeals

Over the last five years, the number of criminal appeals increased by 7 per cent, while appeals disposed decreased by 2 per cent.

The number of criminal appeals pending decreased 2 per cent.

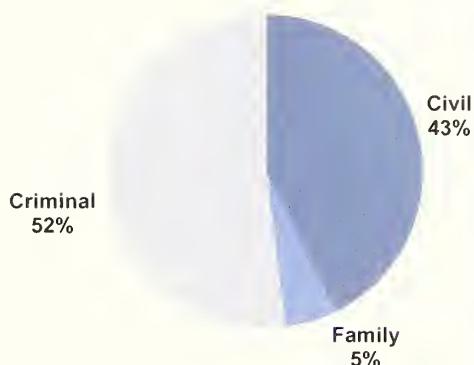
Civil and Family Appeals

Over the last five years, the number of civil and family appeals increased by 15.6 per cent, while appeals disposed decreased by 8.6 per cent.

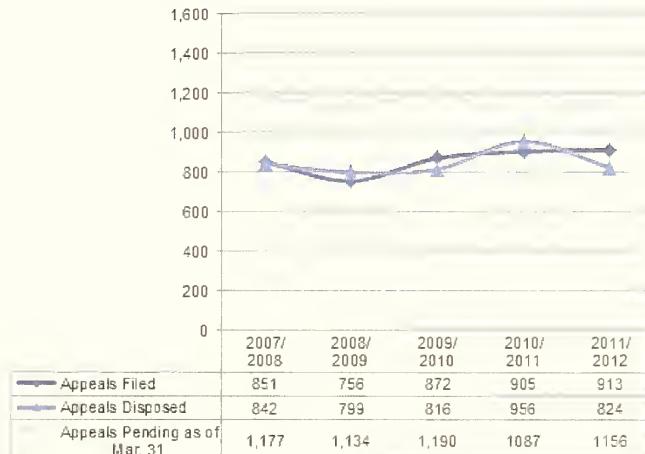
The number of civil and family proceedings pending decreased by 8 per cent.

Appeals Filed in the Ontario Court of Appeal

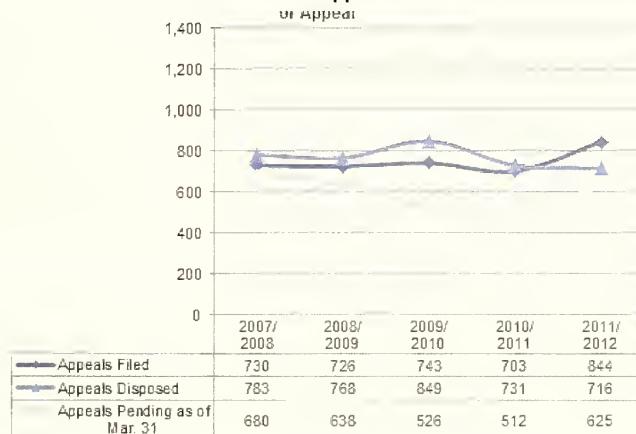
April 2011 to March 2012



Criminal Appeals Filed and Disposed in the Ontario Court of Appeal



Civil and Family Appeals Filed and Disposed in the Ontario Court of Appeal



Chapter 4

2011-12 Operational Overview

The Criminal Courts

Justice on Target

First announced in 2008, Justice on Target (JOT) is the province's strategy to reduce delay in Ontario's criminal courts. Ontario is achieving faster, focused justice by targeting reductions in the provincial average of days and court appearances needed to complete a criminal case.

Court Services local and corporate office staff are proud to be actively engaged in supporting JOT initiatives to enhance effectiveness in all court sites.

Court staff play an integral role in local leadership teams through collaboration with justice participants, supporting judicial officials and providing critical statistics and data to support JOT's evidence-based approach to addressing delay in the criminal courts.

JOT and criminal court processing data from January 1 to December 31, 2011 is available at www.ontario.ca/justiceontarget. The data shows JOT is working. Province-wide, the average number of appearances needed to complete a criminal charge is now down nearly seven per cent since the strategy was launched. The results and benefits go beyond the numbers. Service to the public has improved. Ontario's criminal courts provide more information sooner so that more is accomplished at every court appearance. The people who work in our criminal courts are able to use their existing resources more effectively to focus on serious and difficult cases and to better assist victims, witnesses and the public.

As of October 1, 2010, all Ontario Court of Justice criminal courthouses in the province, including satellite offices, have been formally engaged in JOT. Court staff and other local leaders at every site continue to identify, implement and sustain initiatives to reduce criminal court delay.

These initiatives include:

1. Meaningful First Appearances

Giving people more information earlier so that they can make decisions sooner is a theme behind many of the new initiatives implemented locally under the heading of "Meaningful First Appearances." Many sites are changing the forms handed out to accused at the time of arrest or conducting orientation sessions to help people better prepare for court.

2. Dedicated Prosecution

This innovative system changes the way Crown Offices are structured and cases are managed. Dedicated prosecution allows prosecutors to better monitor the progress of cases and focus on substantive decision-making earlier in the court process, helping to complete cases faster.

3. Crown Access Commitment

Some sites have taken steps to put resolution Crowns physically closer to the court and or make them electronically more accessible to defence counsel so that timely resolution talks can be held.

4. Streamlined Disclosure

This approach includes an initial and more essential disclosure package earlier in the



process to allow the crown to screen key material sooner. This streamlined disclosure process ensures that all justice participants, including crown, defence counsel and accused persons, get the information they need earlier in the process.

5. Appearance Standard

This approach recognizes that it would be beneficial to have a standard number of appearances for most matters, after which most cases should be either set down for trial or otherwise resolved.

6. Increased Availability of Plea Courts

Justice participants are finding ways to make Plea Courts available when an accused wants to plead guilty at a scheduled appearance. Some sites have found that by resolving simple cases sooner, court time and space is freed up to have Plea Courts available every day of the week.

7. Direct Accountability

Direct accountability recognizes that some low-risk, offences such as minor acts of vandalism and theft can be dealt with outside of the formal criminal court process, while still holding offenders accountable in the community. Sanctions could include community service, restitution, donation to a charity or attending programming or counselling.

8. New guidelines ensure that measures are taken earlier in the court process – before the first appearance, where possible.

9. Enhanced Video Conferencing

Justice participants are finding ways to make maximum use of existing video conferencing equipment, such as video pleas or scheduling private and secure consultations between defence counsel and in-custody accused. This may also reduce the number of appearances and time between appearances for in-custody accused.

10. Bail Enhancements

Local Leadership Teams at several large to medium sites have implemented initiatives to reduce the number of appearances in the bail phase of a criminal case. Enhancements include coordinating the order in which accused

are brought into court from the cells, and taking steps to ensure the case is screened by the Crown's office and a sentencing and bail position is available for defence or duty counsel before court, if possible.

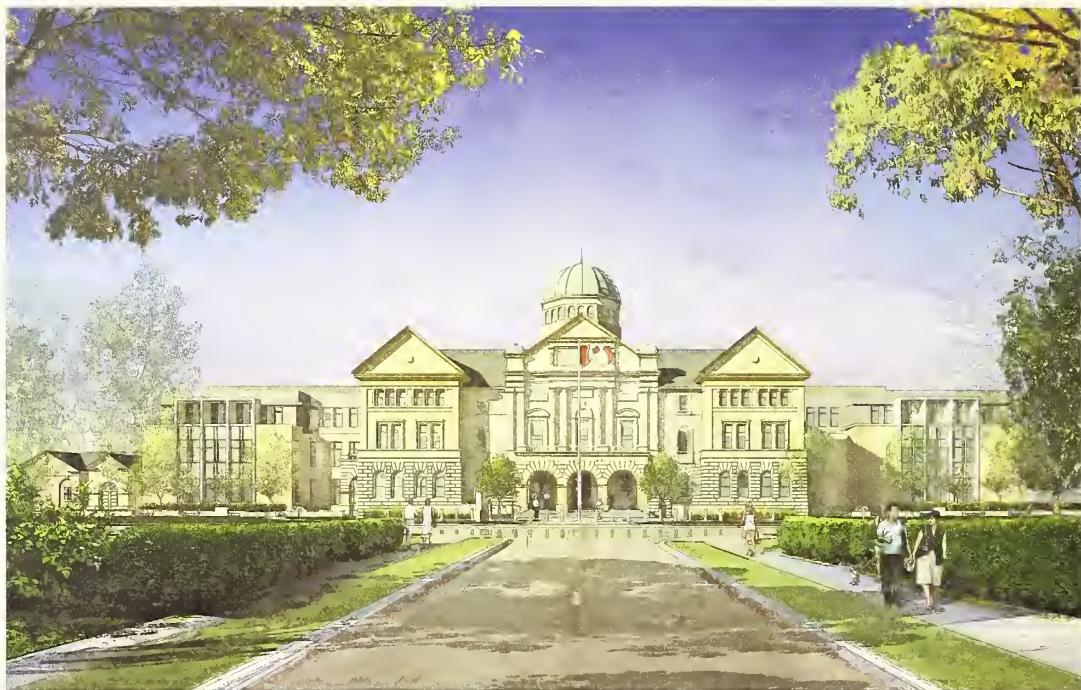
11. On-Site Legal Aid

When the strategy began its work in mid-2008, eight locations across the province had an on-site legal aid application office. Since then, another 49 locations have established on-site legal aid. An additional five are being planned for the future as part of Legal Aid Ontario's transformation.

In April 2011, senior leaders from Court Services Division started to participate in the "Leading People/Managing Cases: Advanced Leadership Skills for the Criminal Law and Court Services Divisions" – the Ministry's Executive Development Leadership Program for senior criminal court leaders of the Ministry of the Attorney General. The program is delivered by the Richard Ivey School of Business and the University of Western Ontario's Faculty of Law and is designed to provide advanced leadership training and tools to senior criminal court leaders in support of JOT.

In addition to the extensive work done by court staff at individual JOT court sites, divisional staff are involved in supporting JOT in a number of corporate initiatives, including:

- supporting a working group, co-chaired with the Criminal Law Division, that is exploring best practices in managing Weekend and Statutory Holiday courts
- working with the Ontario Court of Justice to support the expansion of an interim electronic trial scheduling tool
- streamlining administrative processes in court offices
- reviewing video use in criminal courts to support best practices in using available technology effectively and efficiently
- enhanced collection of data including data about why appearances are adjourned to support JOT's evidence-based approaches in local court sites



Rendering of the St. Thomas courthouse currently under construction

The Civil Courts

Civil Rules

The Civil Rules Committee is a statutory committee composed of representatives from the judiciary, the bar and the Ministry of the Attorney General. The chair of the committee is Associate Chief Justice O'Connor of the Court of Appeal for Ontario. The committee has jurisdiction to make rules regarding procedures in all civil proceedings.

In June 2006, the Ontario government asked former Associate Chief Justice Coulter Osborne to review and recommend improvements to the civil justice system. The Civil Justice Reform Project conducted province-wide consultations, reviewed civil justice studies and reforms in other jurisdictions, and considered available data.

Following the release of the Civil Justice Reform Project report in November 2007, the attorney general sought feedback on its recommendations from Ontarians during a civil justice tour of all regions of the province.

In December 2008 and in December 2009, the government announced reforms to the civil justice system, which came into effect on January

1, 2010. Regulations amending dozens of court rules were filed on December 10, 2008, and October 16, 2009, respectively.

Key reforms included:

- increasing the monetary limit of the Small Claims Court from \$10,000 to \$25,000
- raising the monetary limit for Simplified Procedure from \$50,000 to \$100,000
- reducing pre-trial costs and delays by requiring advance timelines for sharing information between parties to a dispute and limiting pre-trial examinations for discovery to one day, unless the parties or the court decide that more time is needed
- lowering litigation costs and reducing the need for lengthy trials by making it easier to resolve cases earlier
- creating a general principle of proportionality in the Rules of Civil

Procedure so the time and expense of each case reflects what is at stake

On January 1, 2011, an additional reform came into force regarding the consequences of setting down an action for trial.

The impacts of these civil justice reforms continue to be monitored.

Civil Case Management

Case management under Rule 77 of the Rules of Civil Procedure has been in place in Ottawa and Toronto since 1997 and in Windsor since 2003. Under case management, the court supervises the progress of cases to promote timely resolution. Toronto cases were subject to a modified case management system under Rule 78, which was effective as of December 2004, but was revoked on January 1, 2010.

The Civil Rules Committee considered Mr. Osborne's recommended changes to civil case management and an amended Rule 77 took effect in Ottawa, Toronto and Windsor on January 1, 2010. Under the amended Rule 77, case management is no longer automatic, and parties now have greater responsibility for managing actions and moving them quickly to trial or other resolution.

Fact sheets entitled Civil Case Management under Rule 77 of the Rules of Civil Procedure, and flowcharts summarizing the processes under the Rules of Civil Procedure are available online at <http://www.attorneygeneral.jus.gov.on.ca/english/courts/ccm/>.

Mandatory Mediation

Ontario's Mandatory Mediation Program is established by Rule 24.1 of the Rules of Civil Procedure in Toronto, Ottawa and Windsor. The program is designed to help litigants settle their cases early in the litigation process to save them the time and expense of going to trial. Cases that do not fully settle at mediation continue through the court process.

Mediation services are provided by private sector mediators. The ministry maintains a roster of qualified mediators in each location where Rule 24.1 operates. Rule 24.1 applies to most civil non-family actions. Proceedings relating

to estates, trusts and substitute decisions are referred to mediation under Rule 75.1, unless there is a court order exempting them.

Fact sheets entitled Mandatory Mediation under Rules 24.1 and 75.1 of the Rules of Civil Procedure and flowcharts summarizing the processes under the Rules of Civil Procedure are available online at <http://www.attorneygeneral.jus.gov.on.ca/english/courts/manmed>.

Simplified Procedure

The simplified procedure under Rule 76 of the Rules of Civil Procedure provides a streamlined, more cost-effective process. As of January 1, 2010, the simplified procedure has been available for cases over \$25,000 and up to \$100,000, as recommended by former Associate Chief Justice Osborne. Previously, the monetary limit was \$50,000. Impacts of the reform continue to be monitored.

Fact sheets entitled Simplified Procedure under Rule 76 of the Rules of Civil Procedure and flowcharts summarizing the processes under the Rules of Civil Procedure are available online at http://www.attorneygeneral.jus.gov.on.ca/english/courts/civil/suing_and_being_sued_main.asp.

Small Claims Court

As of January 1, 2010, individuals and businesses can bring their civil claims of up to \$25,000 in the Small Claims Court where procedures are less formal and costs are lower. Previously, the limit was \$10,000.

In addition to the monetary limit increase, a number of changes were made to the Small Claims Court Rules and the court forms to help simplify and streamline processes. Effective January 2010, 11 court rules were changed and 42 court forms were improved. The forms are available in court offices and in a fillable format online at <http://www.ontariocourtforms.on.ca/english/scc>.

As of May 2010, five commonly-used small claims court forms can be completed using the Ontario Court Forms Assistant. The tool can be used to help fill out forms to start or defend a claim. Visit the Forms Assistant at the following

website: <https://formsassistant.ontariocourtforms.on.ca/>.

As of January 31, 2011, the site has received more than 236,000 visits. Over 70,000 small claims court forms have been completed or partially completed online, making it easier for Ontarians to submit their forms to the court and get their matter heard more quickly.

User-friendly procedural guides, brochures and flowcharts are also available at court offices or online at www.attorneygeneral.jus.gov.on.ca/english/courts/scc. In addition, automated telephone information systems continue to be available in 12 high-volume small claims court locations throughout the province. Using this system, callers may choose from a menu of options to hear general information, such as court addresses, fax numbers and hours of operation, as well as basic information about bringing or defending a claim in Small Claims Court.

On January 1, 2011 amendments to the *Courts of Justice Act* concerning contempt proceedings in small claims court were proclaimed. As of that date, changes to the Small Claims Court Rules also came into force. The changes are summarized in an article called "What's New? Changes to the Small Claims Court Rules and Forms in effect January 1, 2011" available on the Ministry of the Attorney General's website at: www.attorneygeneral.jus.gov.on.ca/english/courts/civil/changes_to_SCC.asp. The changes include:

- amendments to the rules for service of a claim by registered mail and courier at the defendant's place of residence
- increases to costs and disbursements
- new statutory provisions and amendments to the rules concerning contempt hearings for failure to attend an examination after judgment
- minor amendments to forms

Estates

As of June 2011, user-friendly estates forms under Rule 74 of the Rules of Civil Procedure were posted on the Ontario Court Forms website in fillable PDF and Microsoft Word formats. The formatting of the forms complies with the requirements set out in subrule 4.01 of the Rules

of Civil Procedure. Access the forms at the following link: <http://www.ontariocourtforms.on.ca/english/civil>.

The Family Courts

Family Mediation and Information Services Expansion

In December 2010, the government decided that the ministry would increase access to justice by expanding family justice services to all court locations. Throughout 2011, the Family Policy and Programs Branch worked with local court management, the judiciary, legal aid Ontario and members of the justice community on local implementation committees to bring new services to 45 additional court locations. Before expansion, these services had only been available in the 17 unified family court locations.

Now, families across the province have access to:

- a mandatory information program
- both on-site and off-site family mediation to help families work out solutions outside the courtroom
- information and referral coordinators who help direct and connect potential litigants to services in the community that assist with family breakdown, including counselling and support services and alternatives to litigation

These services are delivered by service providers who were successful bidders through a competitive procurement process. The Family Policy and Programs Branch provides oversight to these providers, policy support, and financial accountability for these contracts.

Changes to the Family Law Rules

The Family Rules Committee is a statutory committee composed of representatives of the judiciary, the Bar and the Ministry of the Attorney General, with jurisdiction to make rules regarding procedures in Ontario's family courts. The



Family court counter service at the Barrie courthouse, 114 Worsley Street

committee is chaired by Justice Gloria Epstein of the Court of Appeal for Ontario.

In 2011, the Family Rules Committee made changes to the rules for three main purposes:

- to support the expansion of family justice services province wide
- to streamline the case management process and receipt of experts reports
- to implement the *Building Families and Supporting Youth to be Successful Act, 2011*

These changes can be summarized as follows:

- make a mandatory information program a necessary first step in contested family cases, with limited exceptions
- add the same motion timeline for Form 14B motions, so there is an opportunity to respond
- except the Children's Aid Societies and the Office of the Children's Lawyer from the requirement to produce an affidavit of documents on demand (although they still must do so if the court orders)
- create new obligations and a certificate for expert witnesses, so their primary

obligation is to the court (i.e., the Rules of Civil Procedure)

- make it clear that case conferences, settlement conferences and trial management conferences can be combined at any time
- clarify the powers of a conference judge that require one or more parties to attend:
 - a mandatory information program
 - a case or settlement conference before an authorized person (i.e., a dispute resolution officer)
 - an intake meeting with a court-affiliated mediation service
 - a program offered through any other available community service or resource.
- include examples of orders that the judge can make to facilitate the preservation of the rights of the parties until a further agreement or order is made
- make a series of changes to the rules and add several new forms to implement the *Building Families and Supporting Youth to be Successful Act, 2011*

Chapter 5

2011 - 12 Corporate Initiatives

Access to Justice

Accessibility for Persons with Disabilities

Court Services Division continued to improve the accessibility of the court system for people with disabilities.

The courthouse accessibility coordinator service is one of the key initiatives supporting accessibility in the division. Accessibility coordinators provide one main point of contact for information about accessibility of courthouse services and for requests for individual accommodation or assistance for people with disabilities. The coordinators are available in each full-time court location. A list of coordinators is available on the Ministry website at http://www.attorneygeneral.jus.gov.on.ca/english/courts/Court_Addresses/default_accessible.asp or you can call the ministry general enquiry line for assistance:

- Phone: 416-326-2220 or 1-800-518-7901; or
- TTY: 416-326-4012 or 1-877-425-0575.

The division is committed to continuous improvement of the accessibility coordinator service. During the past year, accessibility coordinators were provided with training to enhance their knowledge and understanding of meeting the needs of court users with disabilities. Assistive listening devices were provided to many of the courthouses to make it easier for people with a hearing loss to hear in courtrooms and other areas of courthouses. All ministry full-time courthouses have mounted permanent information signs that tell the public that accessibility coordinators are available to respond to requests from people with disabilities. The signs include braille and were mounted

following accessibility considerations for lighting, glare and appropriate height and positioning.

Further information about accessibility coordinator and accessible services has been made available to the public on the ministry website, in letters to potential jurors and on some court forms. Work is underway to increase the number of court forms and documents with information about accessible services.

The division continues to co-sponsor a central accessibility unit to provide expertise, research, planning and monitoring activities to support accessibility initiatives and commitments across the ministry.

The unit prepares and maintains the ministry-wide accessibility plans as required under the *Ontarians with Disabilities Act, 2001*, and supports and monitors compliance with the Accessibility Standards for Customer Service and the new Integrated Accessibility Standards Regulation. The Accessibility Unit also participated in a number of training sessions and presentations, including a presentation to the Ontario Court of Justice Annual Conference in May of 2011.



The Ontario Courts Accessibility Committee (OCAC) was formed in 2007. It is co-chaired by the assistant deputy attorney general of the Court Services Division and Justice Susan Lang of the Court of Appeal for Ontario. The committee provides strategic and practical advice on how to implement the recommendations of the Weiler Report "Making Ontario's Courts Fully Accessible to People with Disabilities". OCAC is an important linkage between the ministry, the judiciary and others in the justice sector.

The OCAC biannual newsletter, Accessibility in Brief provides timely information about the work of the OCAC, accessibility improvements



Rendering of the Waterloo Region courthouse currently under construction

in the courts, and helps build understanding of accessibility topics. It is available to the broader justice community through the ministry website and through the website of several key justice stakeholders, including the Law Society of Upper Canada and the Ontario Bar Association.

As part of a diversity and inclusion initiative, the division sponsored awareness sessions on mental health in-person in Toronto and webcast to staff across the province. The sessions included individuals with mental health disabilities who shared their personal stories.

In September of 2011, accessibility unit team members delivered a presentation, paper, and facilitated session on accommodating people with mental health disabilities in courts and tribunals at the Conference of the Canadian Institute for the Administration of Justice.

Accessibility was the focus of the summer issue of the Court Services Division newsletter. Stories highlighted accessibility success stories and news from across the division and reached over 4,000 staff across the province.

Court Interpreters

Court interpreting is a highly skilled profession and the Court Services Division continues to foster relationships in order to support the profession and share information and best practices.

Since June 2009, the division has administered over 1,000 interpreter tests across the province using new court interpreter tests developed by Vancouver Community College. In 2011-12 alone, almost 400 tests were conducted. Court interpreter training reflects adult learning principles and continues to be delivered to interpreters across the province. To help individuals prepare for the test, test preparation classes are offered free of charge. These classes supplement online test preparation materials and provide helpful information on how to best use the online materials. During 2011-12, over 400 current and potential interpreters attended test preparation sessions. With the new tests in place, the division continues to recruit, test, and train qualified court interpreters.

To ensure continuous improvement of the court interpreter program, the division continues to provide opportunities to expand the use of video and audio technology in the provision of remote interpretation.

Jury Review

In 2011-2012, the ministry completed updates to the Juror Questionnaire and Instructions for Completing the Juror Questionnaire in order to provide enhanced information to potential jurors.

In 2011-2012, the ministry continued its partnerships with various First Nations communities in Ontario and held two jury

awareness forums to share information and to further engage First Nation individuals living on reserve in the jury process. In addition, the ministry continued to engage other First Nations communities regarding participation in jury awareness forums as important participants in the jury selection process.

Modernizing Service Delivery

Court Reporting Services

In 2011-12, the ministry replaced analogue recording equipment with digital recording devices (DRDs) in courtrooms across the province. DRDs are being implemented in over 700 courtrooms in 162 court sites. DRDs provide for a standardized method of court reporting and are a step in the division's incremental, multi-year plan to provide professional tools to our staff and to ensure the integrity and security of the court record.

To assist with the coordination of staff training across the province, a series of self-study e-learning training materials and supporting documents were developed by Court Reporting Services and provided to over 600 staff members with the support and guidance of the digital recording experts and local peer coaches. A comprehensive launch package was developed by the Court Reporting Services team and used to communicate and assist with the installation of the DRDs. Local implementation teams were critical in combining the efforts of local

management, systems officers, regional business leads and IT coordinators, digital recording experts, and peer coaches to make the installation a success.

A number of Live-Meetings, conference calls, and on-site appearances also took place to support the initiative. Additionally, numerous digital recording presentations were provided across the province to regional management committees, judiciary, and court staff.

The ministry has received positive feedback from court staff, the judiciary, and management. In particular, feedback highlighted the benefits of digital recording, including the clarity and security of the recording in ensuring future access for both playback of the recording and transcript production.

IT Initiatives & Accomplishments

In 2011-12, the Court Business Solutions Branch provided expertise and guidance in the development and implementation of the following information technology (IT) initiatives:

Modernization of Court Case Tracking Systems

The division made real progress on modernizing court services in Ontario, but there is still much more to do. To help the division get there, CSD is reviewing its IT needs and priorities, including the Court Information Management System (CIMS). The division continues to consult the judiciary and justice partners as it works toward a more modern and accessible court system.

IT and the Green Transformation Strategy

Green Print Strategy and Multi-Functional Devices

The Court Business Solutions Branch enabled the division's Green Print Strategy initiative, part of the greater Ontario Public Service Green Transformation Strategy aimed at reducing overall printing as well as the actual number of print devices being used. These efforts resulted in a reduction of 429 devices, or a 26 per cent reduction in printing equipment used in the division across the province in 2011-12.



As a concurrent and complementary activity, the Court Business Solutions Branch worked collaboratively with the division to incrementally introduce multi-functional devices (MFDs) to all Court Services Division offices and court locations. MFDs replace network and personal printers, scanners, and facsimile machines with one single machine that performs all functions, reducing equipment and operating costs, and requiring less maintenance and support while drawing substantially less energy.

Server Virtualization

Server virtualization delivers file and print service support by way of a virtual environment, reducing the need for multiple, disparate physical computer servers, the need for specialized facilities to house these servers, and the required staffing resources for maintenance and support. In 2011-12, the Court Business Solutions Branch undertook research, analysis, and preliminary planning on the behalf of the division to determine the most appropriate virtual server model and put forward recommendations on next steps.

This foundational work will assist the division as it moves forward towards a virtual server environment, reducing the actual number of servers needed as well as the investment required to house and support file and print services.

Working Collaboratively to Support Court Operations

ICON Transition to the Guelph Data Centre

The implementation of the Guelph Data Centre was a key initiative in the government's IT modernization strategy in 2011-12, and included the transfer of all mainframe-based computer applications from the Toronto Data Centre to the new state-of-the-art facility in Guelph. The division's Integrated Court Offences Network (ICON), a mainframe case tracking system used for the Ontario Court of Justice Criminal operations, and for the administration of the *Provincial Offences Act* in the Municipal Courts, was included in the applications to be transferred to the new Guelph Data Centre facility.

The transition of ICON to the Guelph Data Centre ensured the secure storage and ongoing

operation of the application. This initiative required intense collaborative work, within very strict timelines, on the part of the Court Business Solutions Branch, the Court Services Division, and other involved stakeholders. Following months of analysis, planning, and testing, this transfer was successfully accomplished over the Civic Holiday weekend in August 2011, resulting in ICON being fully-functional and available for users by the start of the next business day.

Providing Support for the Judiciary

The Court Business Solutions Branch provides ongoing support to the judiciary on behalf of the division by providing direct IT support as well as through ongoing collaborative work with the Judicial Information Technology Office (JITO). The branch and JITO collaborate to identify and resolve IT issues, and assist the division in enhancing access to justice through ongoing support, exploration, and development of current and emerging information technology, work that is critical in supporting the security and segregation of judicial information. Ongoing work in 2011-12 included collaboration and consultation with the Ontario Court of Justice and the Superior Court of Justice for initiatives such as the ongoing implementation of digital recording devices and for the Court Information Management System.



Court Services Division employees attending a Professional and Respectful Workplace Training session in Ottawa

Court Security

In 2012, the provincial government commenced the upload of court security and prisoner transportation costs from municipalities. The upload will be phased in over seven years and will provide municipalities with up to \$125 million per year in new funding by 2018. This initiative also includes the development of a court security standards framework for Ontario's courts, being done in consultation with the police, the judiciary, and key justice participants.

In 2011-12, the Court Security Standards Working Group, chaired by the division with representation from the Courts, the municipal and policing sectors, and other justice sector participants, distributed a consultation paper to a broad range of justice sector participants and stakeholder groups to seek their input on a preliminary court security standards framework. Feedback from this consultation paper will be used to inform the continued development of a new court security standards framework.

Divisional Training Initiatives and Partnerships

Training Initiatives for Court Staff and Managers

Providing effective training resources to support learning and development for both court staff and managers continues to be a priority for the Court Services Division. With over 4000 employees across the province, in seven regions and five branches, the learning needs are varied.

In 2011-12, the division facilitated the delivery of mandatory training in the areas of accessibility, exhibits, First Nations jury selection, and interpretation as well as personal safety and security, supporting the ministry's training and education on the recent Bill 168 amendments to the *Occupational Health and Safety Act*.

The Court Services Division Training Plan guides the central coordination of training initiatives and ensures consistent high-quality training materials to support staff development. The plan focuses on operational training of new court systems and priorities and includes corporately developed and delivered training. The plan is supported by the work of the Learning and Development Committee, consisting of corporate and regional representatives from across the

division. This provides a forum for consultation on the identification of learning and development priorities, evaluation of current and ongoing training and the identification of knowledge or skill gaps that might be addressed through future planning.

The division continues to support and facilitate training with the increased use of tools such as Microsoft's Live-Meeting, which combines video conferencing capabilities with the ability to view and edit documents, and Adobe Captivate, which provides access to interactive one-on-one training that can accommodate a variety of staff schedules.

Providing tools to support a professional and respectful workplace continued to be a key priority for the division in 2011-12. Over 4000 staff benefited from attending one of 31 one day sessions delivered both in-person and through Live-Meeting technology, to ensure that the division continues to promote and sustain professional and respectful workplaces across the province. A recorded session launched in 2012 to all new staff as an e-learning tool ensures that future staff will benefit from the same learning opportunity. This tool has become a mandatory component of the division's orientation and on-boarding program.

Specialized Court Support Services Certificate Program

In 2007-08, Court Services Division managers and supervisors as well as members of the judiciary provided guidance and support to Durham College in the development of the first specialized court support training program to be offered in Ontario. The eight-month program focuses solely on court support staff roles and responsibilities. It includes training on courtroom paperwork, transcript production and jury management as well as ethics, courtroom procedures, and legal terminology. Graduates continue to be successful in the competition process for court support positions with the Court Services Division.

As a result of the success of the Durham College program, Centennial College began offering the Court Support Services Program in September 2009, and Algonquin College began delivery

of the program in 2011. The division provides ongoing support to all programs.

Customer Service

2011-12 Client Satisfaction Survey

In February 2012, the division conducted its annual client satisfaction survey. The survey was conducted online, through a 1-800 number advertised in all court locations, and in-person at nine court locations¹ across the seven regions.

The survey focused on client satisfaction with court counter services for the civil, family, criminal and small claims court practice areas and measured organizational performance, not personal performance of staff members.

In total, 1,097 surveys were collected from across the province over a twenty-nine day period. The surveys consistently indicated high levels of client satisfaction across the province for all practice areas and locations.

Respondents were given a list of six themes related to court counter service: knowledgeable and helpful staff; courteous, professional and respectful treatment by staff; accessibility of service; timeliness of service; all areas are doing well and other. They were then asked to choose from the list of themes to identify where court counter service is working well. The majority of clients indicated all areas of service are doing well, followed closely by knowledgeable and helpful staff.

Overall, 75 per cent of clients agreed or strongly agreed they were satisfied with the court counter service they received. The survey also assessed client satisfaction with the division's French language and accessibility services. Of the 1,097 respondents, approximately 4 per cent requested French language services. Of these respondents, 85 per cent were satisfied with the French language services they received. Although only a small proportion of respondents (less than 1 per cent) requested assistance with their disability-related needs, a majority of those were satisfied with the assistance they received.

The Client Satisfaction Survey results reflect the high quality of work that is achieved every day in courthouses across the province by Court Services Division staff and managers.

¹ 393 University, Toronto; Newmarket; Milton; Sarnia; L'Orignal; Sudbury; Timmins; Thunder Bay; Kenora

Working with our Justice Partners

Municipal Administration of Provincial Offences Courts

The *Provincial Offences Act (POA)* is the procedural code governing the enforcement, prosecution and adjudication of offences established by municipal bylaws; provincial statutes, such as the *Highway Traffic Act*, the *Occupational Health and Safety Act*, and the *Environmental Protection Act*; and certain federal statutes, such as the *Fisheries Act*, the *Canada Shipping Act*, the *Migratory Birds Convention Act and the Indian Act*.

Judicial officials appointed by the provincial government and assigned by the Ontario Court of Justice preside over these matters. Court services for *POA* matters are provided primarily by municipalities.

As part of its role in overseeing the municipal provision of court services, the division conducts regularly scheduled operational reviews of selected *POA* courts. In 2011-12, the division identified operational reviews of five municipal court offices that will be conducted in 2012. It also led a number of initiatives to assist municipal partners in the delivery of local justice services and strengthen the provincial-municipal *POA* partnership.

These initiatives included:

- working with municipal partners to implement significant amendments to the *POA* that simplify court procedures, enhance fine enforcement and improve public services, including the establishment of a new early resolution process for the two million *POA* Part I charges laid each year and of the legal framework for electronic case management in *POA* courts
- working with the Ministries of Transportation, Finance and Municipal Affairs and Housing to support improved municipal collection of defaulted *POA* fines
- regular meetings between senior divisional representatives and municipal partner representatives to facilitate communication, collaboration and consultation
- working with municipal partners and Francophone stakeholders to enhance the

delivery of French language services in municipally administered courts

- supporting Municipal Court Managers' Association and Prosecutors' Association of Ontario training initiatives on a range of subjects, including French Language Service delivery obligations and the recent streamlining amendments to the *POA*.

Managing Court Facilities

Within the Ministry of the Attorney General, the Corporate Services Management Division (CSMD) has the lead responsibility for capital planning and strategic oversight through its Facilities Management Branch (FMB). The Court Services Division works in partnership with FMB to identify capital planning priorities and to manage courthouse facilities issues across the province. FMB works closely with Infrastructure Ontario, its service provider, Coldwell Banker Richard Ellis (CBRE) and the Ministry of Infrastructure to implement capital courthouse improvements.

Asset Management Planning

Early in the summer of 2011, the province released its new 10-year infrastructure plan, *Building Together*. As part of this plan, asset management was identified as a priority for the government and all ministries. Each provincial ministry that owns and operates infrastructure is now required to prepare and update an annual inventory of its infrastructure assets and a plan to maintain those assets, based on a consistent framework.

In the fall of 2011, Facilities Management Branch in collaboration with Infrastructure Ontario and CBRE undertook a comprehensive inventory and asset description of 125 ministry locations, including courthouses and selected office space across the province.

The project, which is expected to be completed in 2012, will enable us to provide more effective, proactive, strategic and financially responsible stewardship of court facilities.

Once completed, the information collected will be used as the foundation for the ministry's Asset Management Plan.

Courthouse Wayfinding and Signage Projects

In 2008, as part of the ministry's commitment to increase accessibility within courthouse, the Facilities Management Branch began a signage and wayfinding improvement project for courthouses.

Following the development of the Courthouse Wayfinding and Signage Standard (CWSS), the Barrie Courthouse was chosen as the pilot location and consultations here held with local court users and representatives of the organizations representing or serving people with disabilities. The installation of new signs has been completed in the Barrie and Kenora courthouses. Feedback on the new signs has been positive and people visiting the courthouse now find it easier and faster to locate courtrooms and services in these facilities.

The interior sign-improvement project will unfold over several years across the province. Currently, signage projects in Gore Bay, Ottawa, Sarnia, 2201 Finch Avenue in Toronto and 245 Windsor and 200 Chatham Street in Windsor are scheduled for completion by the end of March 2012. Projects are also underway in Brampton, Hamilton, Kingston, Newmarket, and Sudbury courthouses and are scheduled for completion later in 2012.

Emergency Response: Goderich and Sault Ste. Marie Courthouses

A tornado touched down in the town of Goderich late August of 2011 causing significant damage to the courthouse, which stands as part of a central square in the downtown. Court operations were immediately re-located to alternate sites on the outskirts of the town, while repairs were carried out. CSD worked in collaboration with FMB to develop a plan for temporary accommodations. Once the temporary solution was determined it took just four weeks for a team from the Facilities Management Branch, together with the service provider CBRE, to design and construct a fully functioning "temporary courthouse" solution, built entirely of modular units.

The 15,000 square foot "temporary courthouse" is a portable facility that can be moved quickly in emergencies, while providing state-of-the-art court facilities. The "temporary courthouse" has received very positive reviews from our stakeholders and visitors are impressed with the speed and quality of construction. This type of functional innovation will be incorporated into the MAG's emergency planning going forward.

On August 30, 2011, a fire occurred at the Sault Ste. Marie Courthouse. While damage was confined to the basement, the entire building suffered significant smoke damage. Together with CSD, Infrastructure Ontario, Judiciary, and justice stakeholders, the FMB coordinated the relocation of all court operations to interim venues within the community, ensuring a



Temporary modular courtroom in Goderich

seamless continuation of justice operations while the courthouse was cleaned and repaired.

Within a week of the fire, court operations were up and running at various temporary sites (Delta Hotel, Civic Centre, Bondar Building). Temporary jury courtrooms were developed and a temporary holding cell unit was brought in to house in-custody accused at one of the interim sites within months. Construction activities were completed and on-site operations began April 2, 2012.

Justice on Target

A number of facilities projects are underway across the province to support the Justice on Target (JOT) objectives of creating ways for our justice participants to work more collaboratively. In Cochrane and Haileybury courthouses, new LAO offices are being built to enable on-site processing of applications, while two courthouses in Toronto will have an expanded duty counsel office and a first appearance "check-in" counter.

Renovations and Expansions

The ministry continues to invest in courthouse renovation and expansion projects to address facility performance issues. Lifecycle maintenance projects funded from the Ministry Infrastructure Renewal allocation address facility deficiencies to extend the useful life of the existing courthouse portfolio. Lifecycle maintenance projects recently completed or underway at various court locations include re-carpeting, painting, and the installation of new beam seating and benches.

Major renovations, in excess of \$1 million, are also being undertaken in Richmond Hill, Sault Ste. Marie, Parry Sound courthouses and 361 University Avenue courthouse in Toronto.

New Courthouse Construction

Alternative Financing and Procurement Projects

Through its Alternative Financing and Procurement (AFP) Courthouse Projects Office and in partnership with the Ministry of Infrastructure and Infrastructure Ontario, the ministry is delivering a number of new courthouse development projects. The alternative financing and procurement model uses private sector expertise and financing to build vital infrastructure, such as courthouses, on time and

on budget, while ensuring appropriate public control and ownership.

Durham Region Consolidated Courthouse

Located in downtown Oshawa, the Durham Region Courthouse was completed and fully operational in spring 2010. As the most accessible, environmentally-friendly and technologically advanced courthouse operating in Ontario, it continues to receive industry recognition. In 2011 it won two awards; a Brownie Award in the Category of Financing, Risk Management and Partnerships by the Canadian Urban Institute (CUI) and a Silver Award for Innovation and Excellence in public-private partnership in infrastructure development in Canada awarded by The Canadian Council for Public-Private Partnerships (CCPPP).

Waterloo Region Consolidated Courthouse

Construction is well underway on the new Waterloo Region Courthouse located in downtown Kitchener. The seven-storey courthouse will have 30 courtrooms and feature a contemporary design that responds to the local area by incorporating a 'Grand River' theme throughout the landscaping and major public spaces. Construction is scheduled to be completed in January 2013.

Thunder Bay Consolidated Courthouse

A ground breaking ceremony held in February 2011, with the participation of the Elders from the aboriginal community, signalled the beginning of construction of the Thunder Bay Consolidated Courthouse in the Fort Williams district of downtown Thunder Bay.

The new 15 courtroom facility will also include the province's first Aboriginal Conference Settlement Suite; a culturally relevant space designed for case conferencing, pre-trials, Gladue Courts and family and civil hearings. The facility is scheduled for completion in September 2013.

Quinte Consolidated Courthouse

Construction on a new courthouse downtown Belleville kicked off in July 2011 and is scheduled to be completed in May 2013. The new six-storey facility will accommodate 11 courtrooms and will consolidate four locations in Belleville and one in Trenton.

St. Thomas Consolidated Courthouse



Rendering of the Thunder Bay Courthouse Currently under Construction

In July 2011, construction started on the new St. Thomas Consolidated Courthouse, which will be built on the existing property of the historic Elgin County Courthouse. The new 8 courtroom facility will feature the historic courthouse and the Land Registry office prominently in the new design. The courthouse is scheduled to be completed in November 2013.

Emergency Management and Business Continuity Planning

In 2011, Court Services Division focused on the development of Business Continuity Plans (BCPs) for its corporate branches. At the early stages of the plan development each branch participate in a Business Impact Analysis (BIA), organized in collaboration with the ministry's Business Continuity and Emergency Management (BCEM) unit. The objective of the BIA was to identify time-critical services and their dependencies, and to prioritize and establish Recovery Time Objectives for each of the services. BIAs for all corporate branches were completed in the fall of 2011. Once finalized, the corporate branch plans add to the division's already existing 172 Integrated Business Continuity Plans (IBCPs) for court locations across the province.

In addition to updating the annual IBCPs, the division's court-based operations have been engaged to ensure compliance with Bill 168 – Workplace Violence Prevention – through a program launched by the BCEM unit. Training and information sessions were held and

Workplace Violence Risk Assessments were completed in collaboration with CSD, Criminal Law Division (CLD) and Victims and Vulnerable Persons Division. Furthermore, a Personal Security & Safety training initiative is being offered to all staff in court locations across the province by the BCEM unit.

2011-12 Integrated Business Continuity Plan Tabletop Exercises

In accordance with provincial Emergency Management legislation, the annual Integrated Business Continuity Plan exercises have been scheduled for all base court location across the province. This tabletop exercise focuses on alternate site delivery locations as well as the identification of minimum essential requirements to continue to provide services in alternate locations over different periods of time. The participants include all stakeholders that would regularly comprise the Court-based Emergency Management Team members of CSD, CLD, Victims and Vulnerable Persons Division, and key Justice Stakeholders. "After Action Reports" are completed at the end of the exercise and provide lessons learned and identify key steps for moving forward with emergency management planning, and includes feedback from all participants. It is anticipated that the exercises will be completed in 2012.

Lessons learned from the recent Goderich tornado and Sault Ste. Marie fire experience have been shared to benefit future emergency planning across the province.

Planning for the Future

The Court Services Division uses a strategic plan to guide improvements to the effectiveness, efficiency and accessibility of court services. The plan is reviewed and updated annually and provides direction to the division on business goals, service standards, multi-year priorities and resource needs. The plan has incorporated the division's legislated goals as set out in the Courts of Justice Act, 2007 and links them to the plans' related business goals and initiatives.

In addition to initiative-based commitments, staff and managers provide ongoing high-quality services to the public. To support this service, planning includes ensuring that: trained personnel support the needs of the judiciary and deliver courteous, professional services to court users; resources are managed according to government standards and policies and within the division's allocation; and issues are identified and effectively managed.

Into the Future Committee

Into the Future is a subcommittee of the Divisional Management Committee and is composed of participants from the division's regions and corporate branches as well as representatives from the Superior Court of Justice and the Ontario Court of Justice.

The subcommittee serves as a source of research, ideas and innovation that will help position Ontario as a leader in the provision of modern court services into the future.

In 2010-11, Into the Future furthered its mandate to support ongoing divisional transformation through strategic advice in areas such as the impact of economic change on the courts, new technology opportunities, ongoing support for the development of the Court Information Management System and embedding a culture of innovation in the court service.



Rendering of the Quinte Region courthouse currently under construction

Chapter 6

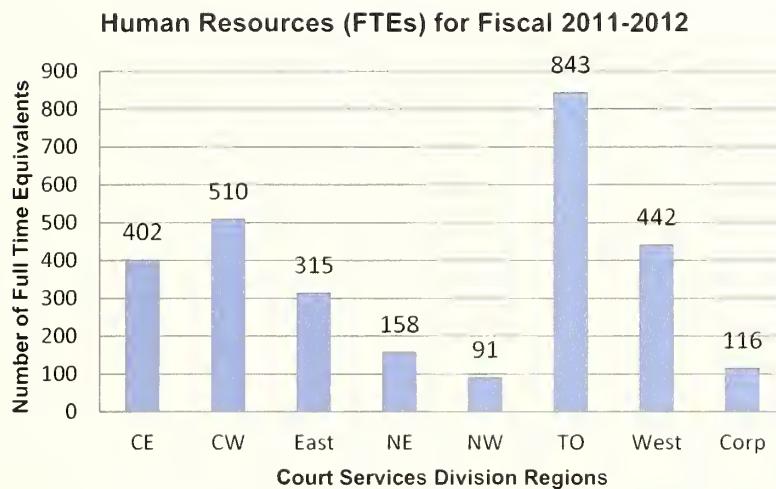
Report on Resources

Human Resources by Region*

Data Source: FTE Tracker Tool - Human Resources Strategic Business Unit

Region	March 2012
Central East	402
Central West	510
East	315
Northeast	158
Northwest	91
Toronto	843
West	442
Corporate Office	116
Total	2,877

* Note: Human resources do not include judiciary or judicial support staff.



Notes

1. FTE (Full Time Equivalent) numbers are a "point in time" count of active employees as of the last business day in March each year.
2. FTE numbers convert all part-time employees to an equivalent full-time number. For example, a regular part-time employee working 21.75 hours per week is counted as 0.6 FTE, while a full-time employee is counted as one FTE.

Revenue by Region 2011-12

	Central East	Central West	East	Northeast	Northwest	Toronto	West	Total
Fees	9,316,298	17,637,309	5,638,499	2,537,835	777,350	29,927,023	9,188,520	75,022,834
Sales	72,631	137,503	53,959	19,785	6,060	233,315	71,635	584,888
Fines	8,297,282	10,052,935	5,457,151	2,679,341	1,455,793	6,047,411	8,179,964	42,169,877
Reimbursements*	3,419,603	4,143,170	2,249,085	1,104,251	599,984	2,492,352	3,371,252	17,379,697
Miscellaneous	194,223	367,696	117,549	52,908	16,206	623,907	191,559	1,564,048
Government of Canada	751,925	1,423,519	455,087	204,830	62,740	2,415,431	741,612	6,055,144
Total	22,051,962	33,762,132	13,961,330	6,598,950	2,918,133	41,739,439	21,744,542	142,776,488

* Reimbursements from municipalities for services related to the *Provincial Offences Act*.

Statement of Expenditures

For years ending March 31, 2012, 2011, 2010, 2009 and 2008

	2011-12	2010-11	2009-10	2008-09	2007-08
OPERATING					
Administration of Justice					
These costs relate to scheduling court cases, maintaining court records and files, collecting fines and fees, enforcing civil orders, providing justice information to the public, providing courtroom support and facilitating the delivery of other justice services.					
Salaries and Wages	163,046,341	156,778,664	155,423,547	158,402,114	152,043,893
Employee Benefits	27,451,579	27,063,988	26,615,373	26,208,454	23,459,764
Transportation and Communication	7,825,174	8,980,511	7,894,891	7,992,780	9,188,350
Services	55,098,226	53,925,295	50,952,200	47,171,444	47,461,785
Supplies and Equipment	7,559,511	11,615,035	8,464,357	9,894,049	11,407,878
Recoveries ¹	- 3,630,965	-4,529,943	-313,875		
	257,349,866	253,853,590	249,036,493	249,668,841	243,561,670

Judicial Services

These costs include the remuneration of Ontario Court judges and justices of the peace and Superior Court quasi-judicial officials, as well as the provision of judicial administrative support for the Ontario and Superior Courts of Justice and the Court of Appeal for Ontario.

Salaries and Wages	130,102,004	124,991,380	123,388,419	116,066,660	131,690,359
Judicial and Employee Benefits	9,400,827	9,576,455	9,502,594	8,990,087	9,283,087
Transportation and Communication	3,032,764	3,157,931	3,487,156	3,766,835	3,877,158
Services	11,788,870	10,775,643	10,468,583	10,300,133	9,883,229
Supplies and Equipment	491,298	582,444	748,288	851,698	1,190,071
Transfer Payments (to the National Judicial Institute and the Ontario Conference of Judges)	231,951	231,951	231,951	231,951	231,951
	155,047,714	149,315,804	147,826,991	140,207,364	156,155,855
Bad Debt Expense ²	4,867,686	6,677,773	6,525,162	7,838,480	4,783,575
TOTAL OPERATING	417,265,266	409,847,167	403,388,646	397,714,686	404,501,100
OPERATING ALLOCATION	418,631,800	411,361,100	402,190,600	397,096,685	405,621,900

CAPITAL

Court Construction

Acquisition/Construction of Physical Assets	291,938,465	158,384,759	70,406,368	159,677,578	77,121,272
TOTAL CAPITAL	291,938,465	158,384,759	70,406,368	159,677,578	77,121,272
CAPITAL ALLOCATION	294,229,600	174,787,900	81,334,000	163,528,400	79,860,500

1. Recoveries include expenses related to the Court Information Management System recovered from the Application Modernization Office.

2. Bad debt expense includes *Criminal Code* fines and estreated bail estimated to be uncollectable.

Appendix A:
Court Services Division
Five-Year Plan

2011-12 to 2015-16

Mission and Legislated and Business Goals

Mission:

A modern and professional court service that supports accessible, fair, timely and effective justice services

Legislated Goals:

- **Maintain the independence of the judiciary as a separate branch of government**
- **Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice**
- **Encourage public access to the courts and public confidence in the administration of justice**
- **Further the provision of high quality services to the public**
- **Promote the efficient use of public resources**

Business Goals:

Timely and Efficient Case Processing:

- Courtroom technology supports efficient case processing
- Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions
- Court filing and data entry are consistent, accurate and up-to-date at all court offices
- Court rules and procedures promote timely resolution of cases and reduce unnecessary appearances and costs
- The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate case delays

Accessible Services:

- Barriers to services provided by the Court Services Division are identified and reduced or eliminated
- Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court
- Technology enables improved access to court information, files and schedules and remote court appearances by parties, witnesses and interpreters
- Access to court documents, files and databases is governed by a legal and policy framework

Consistent High-Quality Services:

- A professional, trained court workforce provides consistent, accountable, knowledgeable, courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services
- Specialized court services are provided where appropriate
- Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions and public service unions/associations
- The division has a federal/provincial/territorial strategy in place
- The division has links with external agencies to identify emerging issues and best practices and to improve the analysis of court data
- Efficient file and record management practices are in place at all court offices
- Jury selection process and accommodations encourage participation in juries
- High-quality court reporting and interpreter services are available as needed

Effective and Accountable Decision-Making:

- The division's five-year plan provides multi-year strategic direction on divisional priorities
- Client satisfaction with services is continuously monitored through public complaints protocols and client satisfaction surveys
- The division has data quality assurance standards and practices in place
- Local practices and programs, pilot projects and test pilots are evaluated and assessed for province-wide application
- Provincial stewardship services help ensure that municipal courts deliver *Provincial Offences Act* court services that support accessible, fair, timely and effective justice services
- Management information reports are regularly made available to the division, the Ministry of the Attorney General, the judiciary and the public to support ongoing program reviews and the analysis of case processing trends, client satisfaction with services and accountability to the public for the operation of the courts
- Accessibility for people with disabilities is a part of all business plans, operational plans, funding requests and proposals
- Ongoing improvements to accessibility for people with disabilities will be driven by the Accessibility Strategic Plan

Efficient Resource Management:

- Resource models provide an objective basis for assessing courtroom and court office staffing needs, the judicial and justice of the peace complement for the Ontario Court of Justice, regional allocations and private/public costs of litigation
- Policies are in place to support effective collection of unpaid fines and estreated bail
- The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects
- The division maintains an effective document and resource management system
- The division effectively manages trust funds
- Inter-regional service measures are in place

Five-Year Plan Initiatives Accomplished in 2010-11 and Removed from the Plan

Legislated Goal:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal:

Accessible services

Achievement:

- Developed and implemented protocols about reserve decisions to permit local court management to keep system up-to-date

Business Goal:

Efficient Resource Management

Achievement:

- Developed and encouraged a streamlined process for variation of support orders

Legislated Goal:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal:

Accessible Services

Achievements:

- Considered and implemented recommendations from the Courts Disability Committee's report entitled Making Ontario Courts Fully Accessible to Persons with Disabilities
- Participated in the development of a courthouse signage and wayfinding standard making it easier for everyone, including people with disabilities, to locate courtrooms and services
- Developed a strategy to enhance the provision of French language services in designated court operations

Legislated Goal:

Further the provision of high-quality services to the public

Business Goal:

Consistent, high-quality services

Achievements:

- Prioritized and implemented People Plan deliverables, utilizing cost effective or cost neutral strategies
- Installed automated external defibrillators (AEDs) in all remaining base court locations, including staff training
- Provided support to Ministry of Community Safety and Correctional Services video mental health fitness assessment pilot projects in facilities across the province
- Established an electronic tool to track and schedule court interpreters
- Expanded the Remote Interpreter Gateway Pilot Project to high-volume court locations and evaluated
- Developed and implemented file integrity quality assurance measures

Business Goal:

Timely and Efficient Case Processing

Achievements:

- Implemented a strategy of referral of family court litigants to Family Law Information Centres before they approach the counters
- Reviewed criminal court administrative processes for streamlining opportunities
- Participated in implementation of pilot Court and Community Liaison Committee report recommendations in child protection matters

Legislated Goal:

Promote the efficient use of public resources

Business Goal:

Efficient resource management

Achievement:

- Confirmed division-wide Full Time Equivalents and established monthly tracking of Full Time Equivalents

Priority Division Initiatives

Legislated Goal #1:

Maintain the independence of the judiciary as a separate branch of the government

Business Goal: Accessible Services

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions, and public service unions/ associations	<p>Ongoing discussions with the Offices of the Chief Justices on the Memoranda of Understanding</p> <p>Develop a memorandum of understanding with the Court of Appeal for Ontario</p> <p>2011-12 Accomplishments:</p> <p>Worked toward finalizing Memorandum of Understanding</p> <p>Develop memoranda of understanding with the Ontario Court of Justice and the Superior Court of Justice to establish a framework for access to court activity data</p> <p>2011-12 Accomplishments:</p> <p>Continued to work closely with both courts in response to particular requests for court activity data</p> <p>Enter into a memoranda of understanding with the Justices of the Peace Appointments Advisory Committee and the Judicial Appointments Advisory Committee, as required under the Agency Establishment and Accountability Directive</p> <p>2011-12 Accomplishments:</p> <p>Completed draft memoranda for discussion</p> <p>In consultation with the judiciary, continue the ongoing review of the policy and legal framework balancing the public right of access to court information and services with the right to confidentiality and privacy</p> <p>2011-12 Accomplishments:</p> <p>Initiated discussions about access to data in the new single case management system</p>	✓				
Access to court documents, files and databases is governed by a legal and policy framework						

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #2:**Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice****Business Goal: Accessible Services**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Barriers to services provided by the Court Services Division are identified and reduced or eliminated	<p>Participate in and provide support to the Ontario Courts Accessibility Committee (OCAC), a multi-stakeholder committee, including representatives from the Courts, bar, ministry and disability community</p> <p>2011-12 Accomplishments:</p> <p>Continued to co-chair the OCAC and provide strategic and secretarial support to the committee</p> <p>Supported three subcommittees, including the production of two issues of the OCAC newsletter Accessibility In Brief</p>			✓		
The division works collaboratively with the Ontario Court of Justice and the Superior Court of Justice to develop case flow indicators for child protection cases	<p>Work with the Office of the Chief Justices to build a detailed standard report for child protection cases</p> <p>2011-12 Accomplishments:</p> <p>Developed child protection case flow measures for review by the courts family advisory committees</p>		✓			
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court	<p>Work collaboratively with the judiciary to enhance online services and public access to court forms, court lists, etc.</p> <p>2011-12 Accomplishments:</p> <p>Updated family justice services web pages on the ministry's website</p> <p>Updated the family guides to reflect new procedural requirements (for Mandatory Information Program)</p> <p>Proposed to the Family Rules Committee (FRC) that the ministry and the FRC conduct a review of the forms under the Family Law Rules to make the forms easier to read and understand and to prepare for e-filing</p> <p>Posted 21 pre-formatted, fillable estates forms on the Ontario Court Forms web site</p> <p>Started developing 35 civil preformatted & fillable forms to be available on the Ontario Court Forms web site</p> <p>Worked on updating Construction Lien Act Form</p>			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #2:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal: Consistent High-Quality Services

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions, and public service unions/associations	<p>Ongoing discussions with the Offices of the Chief Justices on the Memoranda of Understanding</p> <p>2011-12 Accomplishments:</p> <p>Worked toward finalizing Memorandum of Understanding</p> <p>✓</p>					
<ul style="list-style-type: none"> Continue to support collaborative forums with the judiciary including the Justice Summit, Family Courts Steering Committee, Operational Policy Tables and other regular meetings 	<p>Create better links between government ministries that serve families, starting with those that service child protection clients</p> <p>2011-12 Accomplishments:</p> <p>Established an internal government working group as part of the Family Justice Improvement Project to focus on developing streamlined processes e.g., for variation of support orders and for enforcement documents</p> <p>✓</p>					

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #2:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal: Efficient Resource Management

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
<p>The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects</p> <ul style="list-style-type: none"> • Develop multi-year infrastructure strategy for major capital and asset management • Ongoing tracking and strategic planning • Work with Facilities Management Branch to develop annual infrastructure plans 	<p>Work with justice partners and the judiciary to plan new courthouses in a manner that can accommodate integrated service delivery for family cases</p> <p>2011-12 Accomplishments:</p> <p>Reviewed the FLIC design for the Quinte consolidated courthouse, the Thunder Bay consolidated courthouse and the Waterloo Region consolidated courthouse</p> <p>Work with Facilities Management Branch on the development of a multi-year accessibility plan to make all of Ontario's government-owned courthouses accessible to people with disabilities</p> <p>2011-12 Accomplishments:</p> <p>Worked with Facilities Management Branch to provide insight to the Ontario Courts Accessibility Committee about accessible features of courthouse renewal projects and accessible design</p>		✓			

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Accessibility for people with disabilities is a part of all business plans, operational plans, funding requests and proposals	<p>Develop policy and planning tools on how to prevent, remove or reduce barriers when developing and reviewing legislation, programs, policies, and funding proposals and requests</p> <p>2011-12 Accomplishments:</p> <p>Continued to work with Ontario Public Services Diversity Office on a strategy and related tools and resources to assist all ministries in identifying and removing barriers when developing or reviewing legislation, policies, programs and funding proposals</p>				✓	
Barriers to services provided by the Court Services Division are identified and reduced or eliminated	<p>Develop an annual accessibility plan for improving accessibility in courts and other areas of the ministry</p> <p>2011-12 Accomplishments:</p> <p>Finalized the annual accessibility plan which outlines what the ministry will do between 2011 to 2013 to improve accessibility in courts and other areas of the ministry</p> <p>Comply with the <i>Accessibility for Ontarians with Disabilities Act</i>, including the new Integrated Accessibility Standards regulation which has phased compliance dates from 2012 to 2020 for the Government of Ontario</p> <p>2011-12 Accomplishments:</p> <p>Continued to comply with the Accessibility Standards for Customer Service regulation and related Ontario Public Service policies</p> <p>Started implementation of Integrated Accessibility Standards regulation - Initial compliance focuses on incorporating accessibility into procurement of goods, services and facilities, and self-service kiosks; meeting new accessibility standards for new web sites; ensuring emergency and public safety plans are available in accessible formats upon request; and providing individualized workplace emergency response information to employees with disabilities</p> <p>Trained web coordinators on the new compliance requirements in 2011-12</p> <p>Implement assistive devices and supports, and operational policies and procedures for meeting common accessibility needs in courthouses</p> <p>2011-12 Accomplishments:</p> <p>Implemented portable assistive listening devices for use in courthouse to make listening easier for people who have a hearing loss</p> <p>Conducted policy work on addressing the needs of people who have fragrance sensitivities or multiple chemical sensitivities</p>		✓			

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (continued)	<p>Continually improve accessibility coordinator services at courthouses, including the expansion of services to fly-in and satellite court locations, to serve as a resource to court staff, justice sector stakeholders and the public on meeting the accessibility needs of people with disabilities</p> <p>2011-12 Accomplishments:</p> <p>Continued to deliver and support the accessibility coordinator service in courthouses</p> <p>Provided three training sessions where coordinators shared experiences and learned about different ways of accommodating people with different types of disabilities in courts</p> <p>Develop and implement operational policies, procedures and supports for meeting common accommodation needs in courthouses in a timely manner</p> <p>2011-12 Accomplishments:</p> <p>Created templates for accessibly-formatted court forms and fulfilled requests for alternate formats of documents for people with disabilities</p> <p>Developed and implemented an interim strategy to assist with the filing of accessible documents</p> <p>Work in partnership with other divisions in the ministry to establish a plan for implementing specialized supports and training resources for court staff to service clients with neurological disabilities, mental health disabilities, developmental disabilities and acquired brain injuries</p> <p>2011-12 Accomplishments:</p> <p>Four awareness sessions were provided on the topic of mental health which included presentations from the Centre for Addiction and Mental Health, the Canadian Mental Health Association and individuals who shared their personal experiences with mental illness</p> <p>Provided training to accessibility coordinators, covering the topics of mental health and developmental disabilities</p> <p>Explored partnerships to develop and deliver training for court staff on meeting the unique needs of court users and clients who have mental health disabilities</p> <p>Support the establishment of Legal Aid Ontario offices in court locations to support criminal and family court objectives</p> <p>2011-12 Accomplishments:</p> <p>Partnered with Legal Aid Ontario to ensure that expansion of Legal Aid Ontario family services and ministry family services were completed in an integrated and collaborative manner, including sharing space in most court locations</p>		✓			

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (continued)	<p>Work with Facilities Management Branch on the development of a multi-year accessibility plan to make all of Ontario's government-owned courthouses accessible to people with disabilities</p> <p>2011-12 Accomplishments:</p> <p>Provided input to Facilities Management Branch on strategies and plans for making Ontario's government-owned courthouses accessible to people with disabilities</p> <p>Develop a strategy to promote access to justice services for Aboriginal people</p> <p>2011-12 Accomplishments:</p> <p>Began development of a Family Law Information Program for Aboriginal Families ("FLIPAF") in consultation with aboriginal stakeholders, with funding from the federal government</p> <p>Expanded the use of video conferencing to remote northern communities through the Sandy Lake pilot project and the introduction of MOVI software</p> <p>Worked with and Elders Advisory Committee on the development of the Aboriginal Conference Settlement Suite and surrounding space in the Thunder Bay Consolidated Courthouse, which is currently in the construction phase</p> <p>Support Pro Bono Law Help pilot project, Toronto Region</p> <p>2011-12 Accomplishments:</p> <p>Established space for Pro Bono Law Help workstations in three high-volume court locations, where they provided clients with legal advice and assisted with the completion of court forms, resulting in improved access to justice for all clients</p> <p>Create a publicly accessible legal appointments website to provide information and forms to applicants for Commissioner for Taking Affidavits and Notary Public appointments</p> <p>Create more detailed information materials for newly appointed commissioners for taking affidavits</p> <p>Update all guides to procedure in family courts</p> <p>2011-12 Accomplishments:</p> <p>Updated the family guides to procedure to reflect new procedural requirements (for Mandatory Information Program)</p> <ul style="list-style-type: none"> Continue to provide and advertise availability of public education materials 	✓				
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court						

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court (continued)	<p>Work collaboratively with the judiciary to enhance online services and public access to court forms, court lists, etc.</p> <p>2011-12 Accomplishments:</p> <p>Enhanced the family justice services content on the ministry's web site</p> <p>Posted 21 pre-formatted, fillable estates forms on the Ontario Court Forms Website</p> <p>Per O Reg.55/12, updated 21 civil/estates forms and created 4 new estates forms, in conjunction with the Civil Rules Committee</p> <p>Per O.Reg. 56/12, updated four Small Claims Court forms in conjunction with the Civil Rules Committee</p> <p>Updated two Small Claims Court guides and updated three Divisional Court guides</p> <p>Updated resource bookmark and poster for Civil, Small Claims Court and Divisional Court and provided litigants with information and resources</p> <p>Worked on developing estate specific resource bookmark and poster</p> <p>Worked on developing Small Claims Court location guide for completion</p> <p>Worked on developing 35 civil preformatted and fillable forms to be available from the Ontario Court Forms web site</p> <p>Worked on updating Construction Lien Act Form</p>				✓	
Technology enables improved access to court information, files and schedules and remote appearances by parties and witnesses	<p>Provide electronic access to all court counter services; e.g., filing of documents, payment of fines and fees, and access to court files and schedules</p> <p>2011-12 Accomplishments:</p> <p>Proposed to the Family Rules Committee (FRC) that the Ministry and the FRC conduct a review of the forms under the Family Law Rules to make the forms easier to read and understand and to prepare for e-filing</p>			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court (continued)	<p>Use technology to permit more remote appearances, particularly in the northern regions</p> <p>2011-12 Accomplishments:</p> <p>Used Microsoft's Live-Meeting and video conference technology to deliver the Mandatory Information Program in the North Region and other locations which lacked volunteer presenters</p> <p>Ongoing Implementation of video conference technology, such as Justice Video Network – Mobile Edition (JVN-ME), which uses a desktop computer or laptop and special software, or dedicated video booths, to allow confidential access between incarcerated clients and defence counsel, without the need for travel</p> <p>Made pilots and full installations available in multiple court locations in the Northeast, Northwest, West, East and Central East Regions</p> <p>Update guides to procedure in Small Claims Court</p> <p>2011-12 Accomplishments:</p> <p>Updated Small Claims Court Guides to procedures to reflect amendments to the Rules of the Small Claims Court guides to procedure in Small Claims Court</p>			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Court filing and data entry are consistent, accurate and up-to-date at all court offices	<p>Support municipal court initiatives to upload charge data captured through e-ticketing systems to ICON</p> <p>2011-12 Accomplishments:</p> <p>Continued collaborative work with interested municipal partners, such as London & Burlington, to enable them to use an electronic file layout when submitting e-ticket data for upload to the ICON application</p> <p>Continued collaborative work with interested municipal partners to enable the use of an electronic file layout when submitting e-ticket data for upload to the ICON application</p> <p>Established a legal framework to allow municipal court offices to accept, manage and deliver court documents electronically (O. Reg 67/12 Electronic Documents and Remote Meetings)</p>					✓
Court rules and procedures promote timely resolution of cases and reduce unnecessary appearances and costs	<p>Develop a new database for tracking family mediation statistics and Family Law Information Centre's data collection</p> <p>2011-12 Accomplishments:</p> <p>Updated the Family Mediation Case Closing database in September 2011 to provide the new family justice service locations with database support, including staff and Legal Aid Ontario mediators</p> <p>Family Law Information Centre (Family Business Line) database was launched in May 2011 to make the collection of bi-annual statistics about family service demand simpler</p>				✓	
Courtroom technology supports efficient case processing	<p>Implement short-term recommendations of the Technology for Ontario Courtrooms Discussion Paper</p> <p>2011-12 Accomplishments:</p> <p>Formed the In-Court Technology Working Group, with representatives from the Court Services Division, Criminal Law Division and the Victims and Vulnerable Persons Division, to assess and to develop recommendations on the current and anticipated needs for technology in Ontario's courts</p> <p>Focused on technology solutions for in-court evidence display within the Toronto Region with implementation ongoing for 19 courtrooms in this region</p> <p>Commenced the planning phase of a pilot project for mobile video conferencing technology</p>			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Courtroom technology supports efficient case processing (continued)	<p>Use closed circuit TV and video conferencing technology to permit more remote appearances, particularly in northern locations and Central East Region</p> <p>2011-12 Accomplishments:</p> <p>Ongoing Implementation of videoconference technology, such as Justice Video Network – Mobile Edition (JVN-ME), which uses a desktop computer or laptop and special software, or dedicated video booths, to allow confidential access between incarcerated clients and defence counsel, without the need for travel</p> <p>Made pilots and full installations available in multiple court locations in the Northeast, Northwest, West, East and Central East Regions</p>			✓		
Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions	<p>Implement enhancements to criminal case tracking system (ICON 2.2), complete municipal courts and Criminal/POA courts</p> <p>2011-12 Accomplishments:</p> <p>Enhancements in support of the Justice on Target (JOT) strategy included the removal of out-dated ICON codes and the development of new codes</p> <p>Undertake ICON training and support</p> <p>2011-12 Accomplishments:</p> <p>Held Ask ICON training on a monthly basis via Microsoft's Live-Meeting</p> <p>Commence strategic planning for the Court Information Management System (CIMS)</p> <p>2011-12 Accomplishments:</p> <p>Continued ongoing review of the division's IT needs and priorities, including the Court Information Management System</p> <p>Continued to consult with the judiciary and justice partners as the division works toward a more modern and accessible court system</p> <p>Implement improvements to performance/design and functionality of case management systems (FRANK and ICON)</p> <p>2011-12 Accomplishments:</p> <p>Made ongoing technical enhancements to support the performance of the case management systems (FRANK and ICON)</p>		✓			

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays	<p>Work with Criminal Law Division to support backlog reduction in criminal cases and Justice on Target strategy</p> <p>2011-12 Accomplishments:</p> <p>Established and supported a broadly representative Weekend and Statutory Holiday court working group with Criminal Law Division to develop a plan for making weekend and holiday bail appearances more meaningful and to reduce the number of appearances in weekday bail courts</p> <p>Provided ongoing statistical and operational support for Justice on Target</p> <p>Adapt the Justice on Target strategy to apply to family law cases</p> <p>2011-12 Accomplishments:</p> <p>Initiated discussions with Criminal Law Division to explore ways of applying the JOT strategy to family law cases</p> <p>Support municipal e-ticketing initiatives</p> <p>2011-12 Accomplishments:</p> <p>Continued collaborative work with interested municipal partners, such as London and Burlington, to enable them to use an electronic file layout when submitting e-ticket data for upload to the ICON application</p> <p>Established a legal framework to allow municipal court offices to accept, manage and deliver court documents electronically (O. Reg 67/12 Electronic Documents and Remote Meetings)</p> <p>Support the Ontario Court of Justice in the development and launch of the pilot Integrated Domestic Violence Court (IDVC) in Toronto</p> <p>2011-12 Accomplishments:</p> <p>Participated on the IDVC Community Advisory Committee</p> <p>Developed court procedures and processes collaboratively with justice partners</p> <p>Trained court staff on developed procedures</p> <p>Supported the collection of baseline statistical information for the evaluation of the pilot</p> <p>Support an effective and efficient Family Court in Ottawa</p> <p>2011-12 Accomplishments:</p> <p>Recommended to the Family Rules Committee the renewal of the Family Case Manager for two years (until June 2014)</p>	✓				
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays					✓	

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays (continued)	<p>Develop and implement operational policies, procedures and supports for meeting common accommodation needs in courthouses in a timely manner</p> <p>2011-12 Accomplishments:</p> <p>Worked with a sub-committee of the Ontario Courts Accessibility Committee to seek a simple way for accessibility coordinators to seek direction from the judiciary about accommodation requests which must be decided by the judiciary</p> <p>Created templates for accessible-formatted court forms and fulfilled requests for alternate formats of documents for people with disabilities</p> <p>Developed and implemented an interim strategy to assist with the filing of accessible documents</p> <p>Work collaboratively with the Ontario Court of Justice and the Superior Court of Justice to develop case flow indicators for child protection cases</p> <p>2011-12 Accomplishments:</p> <p>Developed child protection case flow measures for review by the courts' family advisory committees</p> <p>Work to improve and modernize enforcement legislation and regulations</p> <p>2011-12 Accomplishments:</p> <p>Continued work on development of an exemption process for debtors under the <i>Execution Act</i>, following amendments implemented under the <i>Open for Business Act, 2010</i></p>			✓		
In collaboration with Legal Aid Ontario, the Ontario Court of Justice and the Superior Court of Justice provide family court clients with:	<ul style="list-style-type: none"> More information up front about the impact of separation on adults and children An intake process that refers families to the services they need and provides alternatives to court More opportunities for legal advice and the use of alternatives to court A simplified and streamlined court process for those cases that must go to court <p>Provide an integrated information program for most family clients from the Ontario Court of Justice and Superior Court of Justice</p> <p>2011-12 Accomplishments:</p> <p>Expanded the Mandatory Information Program script to all remaining court sites, while working with the Ontario Court of Justice and Superior Court of Justice</p> <p>Partnered with Legal Aid Ontario to ensure family justice enhancements were integrated and collaborative and worked with Legal Aid Ontario to develop their web-based Family Law Information program</p> <p>Completed the procurement process to expand the Mandatory Information Program, on-site and off-site mediation and information and referral coordinators to all courts hearing family matters by summer 2011</p>			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
In collaboration with Legal Aid Ontario, the Ontario Court of Justice and the Superior Court of Justice provide family court clients (continued)	<p>In Brampton, Milton and Newmarket, support a dispute resolution officer program established by the Superior Court of Justice</p> <p>2011-12 Accomplishments:</p> <p>CSD provided staff support to permit the Superior Court to expand the Dispute Resolution Officer program to three additional sites in Newmarket, Oshawa and Barrie.</p> <p>Develop a mediation service model that permits appropriate cases to be effectively diverted from court at an early stage</p> <p>2011-12 Accomplishments:</p> <p>Completed work on the family service expansion, to make available both free on-site and sliding scale fee off-site mediation in all base courts in Ontario that hear family cases</p> <p>Work to streamline current court processes and explore centralization projects where possible</p> <p>2011-12 Accomplishments:</p> <p>Began process of expanding a pilot project for the issuance of Family Responsibility Office writs of seizure and sale and garnishments to all family courts in Ontario</p> <p>Engaged in preliminary discussions to establish a Central Registry of Divorce</p> <p>Work to develop standard clauses for family court orders to assist with order preparation and enforcement of family court orders</p> <p>2011-12 Accomplishments</p> <p>Developed draft standard clauses in consultation with the judiciary and Legal Aid Ontario</p>	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:
Further the provision of the high quality services to the public
Business Goal: Consistent, High-Quality Services

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
A professional, trained court workforce provides consistent, accountable, knowledgeable and courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services	<p>Prioritize and implement Human Capital Plan deliverables utilizing cost effective or cost neutral strategies</p> <p>2011-12 Accomplishments:</p> <p>Continued to establish standardized operational training curricula for the division, including exploring the use of e-learning tools to deliver operational training in a consistent and cost-effective way</p> <p>Maintained Career Path Mapping tools for all staff and made informational and training materials available on Court Services Division intranet site and Employee Manual</p> <p>Completed Professional and Respectful Workplace training for approximately 4000 staff and launched the Professional and Respectful Workplace e-learning tool for on-going training of new hires</p> <p>Continued to plan Divisional Learning Event for management, focusing on management and leadership skills to support ongoing and day-to-day operations and corporate initiatives</p> <p>Review policies and procedures for oaths and affirmations including consultations with the judiciary</p> <p>2011-12 Accomplishments:</p> <p>Drafted changes and established a working group to review updates to the Courtroom Procedures Manual, including updated policies and procedures for oaths and affirmations</p> <p>Improve court forms and manuals to reflect legislative and operational changes</p> <p>2011-12 Accomplishments:</p> <p>Provided and centralized new and updated forms for frontline staff, the public, police and Crowns</p> <p>Drafted updates to Jury Management Manual, High-Risk Exhibits Guide – Phase 2 and Courtroom Procedures Manual to reflect changes in policy, practices and procedures</p> <p>Work with universities and community colleges to establish and support certificate, degree and graduate degree programs for staff and managers and executive development programs</p> <p>2011-12 Accomplishments:</p> <p>Supported the court support programs at Durham, Algonquin and Centennial Colleges by providing up-to-date curricula advice on courtroom procedures and decorum</p>				✓	

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
A professional, trained court workforce provides consistent, accountable, knowledgeable and courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services (continued)	<p>Provide operational support training to all court support staff across the province, including staff in criminal practice area</p> <p>2011-12 Accomplishments:</p> <p>Delivered First Nations Jury Selection Process training to management and jury administration staff across the province</p> <p>Delivered Statutory Obligations of the Sheriff training to 191 management and jury administration staff across the province</p> <p>Continued to provide operational support training, including nine on-line training sessions on the introduction of the Criminal Proceedings Rules for the Superior Court of Justice to criminal court support staff across the province</p> <p>Provide training to family practice area staff in conjunction with other ministries and agencies that serve families</p> <p>2011-12 Accomplishments:</p> <p>Provided in-person training to court staff to prepare for the launch of the Integrated Domestic Violence Court</p> <p>Prepared training materials using Adobe Captivate technology on the Integrated Domestic Violence Court</p> <p>Provided training and support to staff as the pilot project with the Family Responsibility Office was expanded province-wide</p> <p>In consultation with staff and the judiciary, develop a 25-year "into the future" strategy for the division</p> <p>2011-12 Accomplishments:</p> <p>Developed vision for court service of the future based on a new single case management system</p>			✓		
				✓		
					✓	

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:
Further the provision of the high quality services to the public
Business Goal: Consistent, High-Quality Services (continued)

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
A professional, trained court workforce provides consistent, accountable, knowledgeable and courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services (continued)	<p>In consultation with staff, develop options for providing regular communications about ministry and divisional priorities, business and policy activities, table and Divisional Management Committee subcommittee activities, and staff changes</p> <p>2011-12 Accomplishments:</p> <p>Distributed communications from the Assistant Deputy Attorney General directly to staff on key divisional priorities (e.g., the Professional and Respectful Workplace initiative and e-learning)</p> <p>Produced, in consultation with staff, the Court Services Division quarterly divisional newsletter, which focuses on themes based on divisional priorities and areas for improvement based on the 2011 Employee Engagement Survey</p> <p>Maintained the Employee Engagement web page, including the employee feedback component and information about ministry and divisional priorities</p> <p>Continued ongoing updates to the Employee Manual to reflect changes in policy, training and staff information</p> <p>Conducted a risk assessment and management workshop for targeted members of the Divisional Planning Table to support prioritization for responding to audit findings</p> <p>Complete annual performance plans for all divisional staff</p> <p>2011-12 Accomplishments:</p> <p>Continued to implement mandatory annual performance plans for all staff</p> <p>Monitored completion of 2011-12 performance plans by management in conjunction with the Human Resources Strategic Business Unit, receiving high compliance throughout the division</p> <p>Ongoing expansion of computer-based learning materials application training</p> <p>2011-12 Accomplishments:</p> <p>Provided support and training via Live-Meeting on a monthly basis for both ASK ICON and ASK FRANK; support and training made available for ASK WRITS as requested</p> <p>Deployed Financial Management System (FMS) application in eight courts, province-wide deployment ongoing</p> <p>Provided six staff training sessions in support of FMS via Microsoft's Live-Meeting</p>				✓	
					✓	

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Specialized court services are provided where appropriate	<p>Provide access to family justice services including Family Law Information Centres, mediation services and parent information at all Ontario courts that have family law jurisdiction, with appropriate accommodation for small and northern court sites</p> <p>2011-12 Accomplishments:</p> <p>Completed the expansion, in collaboration with the courts and Legal Aid Ontario, of key family justice services province wide to all base courts that hear family cases:</p> <ul style="list-style-type: none"> • A mandatory Information Program • Information and referral Coordinators • Free on-site mediation • Sliding scale fee off-site mediation <p>Establish design standards for Family Law Information Centres (FLICs)</p> <p>2011-12 Accomplishments:</p> <p>Reviewed the FLIC design for the Quinte consolidated courthouse, the Thunder Bay consolidated courthouse and the Waterloo Region consolidated courthouse</p> <p>Plan and advocate for an increase in the judicial complement of the Family Court branch of the Superior Court of Justice</p> <p>2011-12 Accomplishments:</p> <p>Supported the Attorney General and Deputy Attorney General in negotiations with the federal Department of Justice on this topic</p> <p>Supported the Attorney General and Deputy Attorney General in discussions with the judiciary to develop a strategy for incremental expansion of the unified Family Court</p>		✓			
The division has a federal/provincial/territorial strategy in place	<p>Negotiate agreement for continued federal contribution funding for family justice services and any savings that result from family court expansion</p> <p>2011-12 Accomplishments:</p> <p>Put forward a proposal for federal funding for family justice services in June 2011 and received funding at the end of the fiscal year</p>		✓			

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
The division has links with external agencies to identify emerging issues and best practices and to improve the analysis of court data	<p>Develop research partnerships</p> <p>2011-12 Accomplishments:</p> <p>Continued to work with a researcher on behalf of the Ontario Court of Justice to set baseline data for the pilot Integrated Domestic Violence Court.</p> <p>Worked closely with the Law Commission of Ontario as part of expert advisory panels on the Entry Points into the Family Justice System and Provincial Offences Act Research programs</p> <p>Provided advisory support to the Law Commission of Ontario project to modernize the Provincial Offences Act</p>				✓	
Efficient file and record management practices are in place at all court offices	<p>Review policies and procedures for the safe-keeping, handling and storage of exhibits, and develop an Exhibits Management Manual</p> <p>2011-12 Accomplishments:</p> <p>Reviewed retention schedules for Small Claims Court files and extended beyond current 20 years</p> <p>Reviewed retention schedules for Small Claims Court and order books, procedure code and consolidate order and extended beyond current 20 years for 2012-13</p> <p>Accomplished significant work on the High-Risk Exhibits Management Guide – Phase 2. Guide is targeted to be released in June 2012 and will form part of the Exhibits Management Manual.</p>			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:
Further the provision of the high quality services to the public
Business Goal: Consistent, High-Quality Services (continued)

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Jury selection process and accommodations encourage public participation in juries	<p>Develop and implement a plan to improve jury processes and accommodations including updating policies and procedures, and partnering with First Nations communities and organizations to enhance the participation of people living on reserves in the jury process</p> <p>2011-12 Accomplishments:</p> <p>Held two Jury Awareness Forums in 2011-12 at Couchiching First Nation and Seine River First Nation to share information and to further engage First Nation individuals living on reserve in the jury process</p> <p>Continued to engage other First Nations communities regarding participation in Jury Awareness Forums as important participants in the jury selection process</p> <p>Completed updates to the Juror Questionnaire and Instructions for Completing the Juror Questionnaire to provide enhanced information to potential jurors</p> <p>Provided directives to court regions advising jury panel sign-in procedures and requirements to post <i>Criminal Code</i> notices in courthouses</p> <p>Updates made to the Jury Management Manual to reflect changes in policy, practices and procedures</p> <p>Corresponded with First Nations Band Chiefs and Aboriginal Affairs and Northern Development Canada in order to facilitate the First Nations jury selection process</p> <p>Review current jury policies and procedures to improve consistent approach across the province, including review of practices in other jurisdictions</p> <p>2011-12 Accomplishments:</p> <p>Completed inter-jurisdictional research to inform current and future jury practices</p>			✓		
The division participates in broader legislative and policy reviews aimed at improving the court process	<p>Participate in and facilitate the Attorney General's Family Justice Improvement Project</p> <p>2011-12 Accomplishments:</p> <p>Completed expansion of key family justice services province-wide to all base courts that hear family cases:</p> <ul style="list-style-type: none"> • A mandatory Information Program • Information and referral coordinators • Free on-site mediation • Sliding scale fee off-site mediation 			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
High-quality court reporting and interpreter services are available as needed	<p>Implement strategies to enhance the provision of interpreter services and explore Ontario Public Service-wide opportunities for partnerships to improve access</p> <p>2011-12 Accomplishments:</p> <p>Developed strategies for responding to the need for American Sign Language (ASL) interpreters</p> <p>Develop enhanced testing and training criteria for interpretation services and establish ongoing professional development opportunities in partnership with interpreter organizations</p> <p>2011-12 Accomplishments:</p> <p>Administered in excess of 360 tests throughout the province between April 2011 and March 2012</p> <p>Continued to actively recruit interpreters, focusing on high demand languages in order to increase the number of accredited interpreters</p> <p>Facilitated test preparation courses in order to further assist individuals to prepare for testing</p> <p>Conduct a review of court reporting and transcript production services in Ontario and, in response to the review's recommendation, develop and implement a service delivery option that will enhance court reporting and transcript production in Ontario</p> <p>2011-12 Accomplishments:</p> <p>Successfully implemented digital recording devices (DRDs) in 94 per cent of the courts in Ontario</p> <p>Provided communications and presentations to judiciary, management and staff with respect to digital recording technology</p> <p>Provided support to management, systems coordinators and regional DRD experts throughout implementation</p> <p>Developed comprehensive training materials delivered province wide to more than 700 staff working in over 700 courtrooms in 162 court sites</p>	✓				
Accessibility for people with disabilities is a part of all business plans, operational plans, funding requests and proposals	<p>Develop policy and planning tools on how to prevent, remove or reduce barriers when developing and reviewing legislation, programs, policies, and funding proposals and requests</p> <p>2011-12 Accomplishments:</p> <p>Continued to work with Ontario Public Services Diversity Office on a strategy and related tools and resources to assist all ministries in identifying and removing barriers when developing or reviewing legislation, policies, programs and funding proposals</p> <p>Created an accessible web design for intranet renewal project</p>	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:
Further the provision of high-quality services to the public
Business Goal: Effective and Accountable Decision Making

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Accessibility for people with disabilities is a part of all business plans, operational plans, funding requests and proposals	<p>Develop policy and planning tools on how to prevent, remove or reduce barriers when developing and reviewing legislation, programs, policies, and funding proposals and requests</p> <p>2011-12 Accomplishments:</p> <p>Continued to work with Ontario Public Services Diversity Office on a strategy and related tools and resources to assist all ministries in identifying and removing barriers when developing or reviewing legislation, policies, programs and funding proposals</p>				✓	
The division's five-year plan provides multi-year strategic direction on divisional priorities	<p>The Court Services Division Five-Year Plan is updated annually in consultation with judiciary and court users</p> <p>2011-12 Accomplishments:</p> <p>Began review of streamlining plan to meet the future needs of the division</p>			✓		
Client satisfaction with services is continuously monitored through public complaints protocols and client satisfaction surveys	<p>Regularly monitor court services and programs through client satisfaction surveys</p> <p>2011-12 Accomplishments:</p> <p>Conducted the 2011-12 Court Services Division Client Satisfaction Survey for court counter services in February 2012 through online, in-person and telephone survey</p> <p>Exceeded family mediation services client satisfaction target of 90 per cent satisfied</p> <p>Continued to work toward 80 per cent client satisfaction target for Mandatory Information Program and Family Law Information Centres</p>		✓			
The division has data quality assurance standards and practices in place	<p>Improve the consistency and integrity of collection and reporting of court activity data</p> <p>2011-12 Accomplishments:</p> <p>Implemented improved processes for collection of data</p>	✓				
Provincial stewardship services help ensure that municipal courts deliver Provincial Offences Act court services that support accessible, fair, timely and effective justice services <ul style="list-style-type: none"> • Compliance with standards and requirements by regularly monitoring court activity through the analysis of financial reports as well as annual on-site audits 	Initiate a review of the <i>Provincial Offences Act</i> oversight function, including the municipal court audit process				✓	

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of high-quality services to the public****Business Goal: Effective and Accountable Decision Making (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
Management information reports are regularly made available to the division, the Ministry of the Attorney General, the judiciary, and the public to support ongoing program reviews and the analysis of case processing trends, client satisfaction with services and accountability to the public for the operation of the courts	<p>Enhance criminal data collection, reporting and analysis to identify and resolve the causes of criminal case delays</p> <p>2011-12 Accomplishments: Continued to support achievement of Justice on Target goals</p> <p>Develop new standard reports for family, civil, small claims court, Superior Court of Justice criminal and <i>Provincial Offences Act</i> matters</p> <p>2011-12 Accomplishments: Implemented changes to standard reports for family and small claims court</p> <p>Train staff in the collection of data, the use of databases and reading and interpretation of data reports</p> <p>2011-12 Accomplishments: On-going work with staff in training on the collection of data and use of statistical products</p> <p>Work with representatives of the judiciary and court users, and develop research partnerships, to enhance data analysis capacity</p> <p>2011-12 Accomplishments: Continued to work with Justice on Target team to support team goals</p> <p>Link court activity statistical data and other data to support workload and resource forecasting</p> <p>2011-12 Accomplishments: Developed practice area costing model to support workload and resource forecasting</p> <p>Addressed key finding of the Office of the Auditor General for implementation of a methodology to establish benchmarks for approval costs for delivering court operations and ensure allocations are based on need</p> <p>Continued development of methodology to assess resource allocation</p>	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #5:**Promote the efficient use of public resources****Business Goal: Efficient Resource Management**

Goal	Initiative	Implementation
		11/12 12/13 13/14 14/15 15/16
Resource models provide an objective basis for assessing courtroom and court office staffing needs, the judicial and justice of the peace complement for the Ontario Court of Justice and regional allocations	<p>Develop practice area costing model, including method for cost capture by practice area</p> <p>2011-12 Accomplishments:</p> <p>Developed practice area costing model to support workload and resource forecasting</p> <p>Addressed key finding of the Office of the Auditor General for implementation of a methodology to establish benchmarks for approval costs for delivering court operations and ensure allocations are based on need</p> <p>Continued consultation with regional representatives</p> <p>Develop and implement a plan for the collection of unpaid <i>Criminal Code</i> fines and estreated bail</p> <p>2011-12 Accomplishments:</p> <p>Tracked defaulted fines</p> <p>Continued to work with the Ministry of Government Services Non-Tax Revenue Branch to actively collect outstanding estreated bail writs</p> <p>Implementation of collection for writs with single debtors to be implemented in 2012-13</p>	✓
Policies are in place to support effective collection of unpaid fines and estreated bail <ul style="list-style-type: none"> • Track the amount of defaulted fines and estreated bail collected 		✓
The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects <ul style="list-style-type: none"> • Develop multi-year infrastructure strategy for major capital and asset management • Ongoing tracking and strategic planning • Work with Facilities Management Branch to develop annual infrastructure plans 	<p>Implement the recommendation of the Provincial-Municipal Fiscal and Service Delivery Review to upload the municipal costs of court security and prisoner transportation beginning in 2012 to a maximum of \$125 million annually</p> <p>2011-12 Accomplishments:</p> <p>Distributed a consultation paper outlining a preliminary court security standards framework in April 2011 to a broad range of justice sector participants and stakeholder groups, including the judiciary, municipal and policing sector organizations, law associations, bargaining agents and courthouse user groups</p> <p>Began to receive 2012 upload funding from affected municipalities in March 2012, which provided Ontario's municipalities with over \$17 million in new funding to offset their court security and prisoner transportation costs. The allocation and distribution of the upload funding is being led by the Ministry of Community Safety and Correctional Services</p>	✓

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #5:**Promote the efficient use of public resources****Business Goal: Efficient Resource Management (continued)**

Goal	Initiative	Implementation				
		11/12	12/13	13/14	14/15	15/16
The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects (continued)	<p>Explore the potential for strategic planning in courthouse development</p> <p>2011-12 Accomplishments:</p> <p>Worked with justice participants and the judiciary to identify CSD priorities for inclusion in the annual Ministry Infrastructure Plans</p> <p>Tracked progress against projects to ensure work aligned with the division's multi-year business plans in conjunction with Facilities Management Branch</p>			✓		
The division maintains an effective document and resource management system	<p>Participate in the development of strategies and tools in support of integrated resource management</p> <p>2011-12 Accomplishments:</p> <p>Developed and piloted the Courts Time Reporting System (CTRS), a technology tool which will support staff scheduling and court administration, within the East Region</p> <p>Approval and a phased implementation of the enhanced web-enabled CTRS v2 is expected in 2012-13</p>			✓		
The division effectively manages trust funds	<p>Establish web-based, province-wide Trust Accounting System</p> <p>2011-12 Accomplishments:</p> <p>Prepared results-based planning proposal, outlining a strategic approach to development of a Trust Accounting System as part of 2012-13 planning submission</p>			✓		

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Appendix B:
Court Statistics

2007-08 to 2011-12

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Appendix Glossary

ICON	The Integrated Courts Offences Network (ICON) is an operational system that tracks criminal charges filed at the Ontario Court of Justice.
FRANK	The FRANK court case tracking system was developed as a standard operational system for Ontario courts. The system collects data and facilitates tracking activity in the following practice areas: civil, small claims court and criminal proceedings in the Superior Court of Justice, and family proceedings in both the Superior Court of Justice and the Ontario Court of Justice. As of March 31st, 2008, all court locations, with the exception of Toronto, changed to FRANK to track their court activities. Toronto continued to use the older operational system until it transitioned to FRANK in mid-2008.
Criminal	Criminal data includes all offences under the <i>Criminal Code of Canada</i> , <i>Controlled Drugs and Substances Act</i> / <i>Narcotics Control Act</i> / <i>Food and Drug Act</i> and other federal offences by adults and young persons. Ontario Court of Justice criminal data is collected by charge, whereas Superior Court of Justice criminal data is collected by indictment.
Civil	Civil data includes proceedings for all <i>Motor Vehicle Act</i> , <i>Construction Lien Act</i> and estates proceedings and all other civil proceedings in the Superior Court of Justice. It excludes small claims and family matters.
Small Claims	Small claims data includes all cases which fall within the jurisdiction of the small claims court (i.e. prior to January 1, 2010, civil claims of \$10,000 or less, excluding claims under the <i>Construction Lien Act</i> and any other matter within the exclusive jurisdiction of the Superior Court of Justice; after January 1, 2010, civil claims of \$25,000 or less, excluding claims under the <i>Construction Lien Act</i> and any other matter within the exclusive jurisdiction of the Superior Court of Justice).
Family	Family data includes all cases under the <i>Family Law Act</i> (except Part V); the <i>Children's Law Reform Act</i> (except sections 59 and 60); Parts III, VI and VII of the <i>Child and Family Services Act</i> ; the <i>Interjurisdictional Support Orders Act, 2002</i> ; section 6 of the <i>Marriage Act</i> ; the <i>Change of Name Act</i> ; and other family cases. It also includes matters under the <i>Family Responsibility and Support Enforcement Arrears Act, 1996</i> , and private enforcements, in Family Events Heard.

Civil Overview by Region

Region	Fiscal Year	Proceedings Received	Events Heard	Courtroom Operating Hours
Central East	2007-08	9,602	16,518	5,309
	2008-09	9,919	16,962	5,456
	2009-10	9,350	16,640	5,747
	2010-11	8,373	16,479	6,258
	2011-12	8,883	15,625	5,962
Central West	2007-08	22,184	28,144	9,237
	2008-09	25,372	30,424	11,403
	2009-10	27,439	31,133	10,310
	2010-11	22,166	28,572	8,555
	2011-12	21,962	27,833	7,863
East	2007-08	6,188	11,765	5,205
	2008-09	8,523	14,565	4,116
	2009-10	8,372	14,621	4,527
	2010-11	6,636	11,799	4,064
	2011-12	5,834	10,668	4,125
Northeast	2007-08	3,052	5,623	1,612
	2008-09	3,192	6,117	1,489
	2009-10	2,960	6,410	1,472
	2010-11	2,562	5,875	1,718
	2011-12	2,362	5,063	914
Northwest	2007-08	986	2,274	982
	2008-09	969	2,015	761
	2009-10	959	2,265	677
	2010-11	795	1,948	857
	2011-12	775	1,889	625

Civil Overview by Region (continued)

Region	Fiscal Year	Proceedings Received	Events Heard	Courtroom Operating Hours
Toronto ³	2007-08	30,675	43,932	27,199
	2008-09	32,865	53,589	28,520
	2009-10	34,263	53,052	27,154
	2010-11	31,390	50,849	26,371
	2011-12	33,068	46,313	26,105
West	2007-08	12,729	23,791	6,913
	2008-09	13,467	28,362	7,124
	2009-10	13,923	26,267	5,934
	2010-11	11,320	22,871	5,663
	2011-12	9,816	22,760	5,171
Ontario	2007-08	85,416	132,047	56,459
	2008-09	94,307	152,034	58,869
	2009-10	97,266	150,388	55,821
	2010-11	83,242	138,393	53,486
	2011-12	82,700	130,151	50,764

1. New proceedings include all new files opened except for: Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests; Uncontested Estate matters.

2. Events Heard include all scheduled events dealt with by a presiding official (including adjournments). While Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests are not included in new proceedings, the related event activity is included in the number of events heard.

3. A decrease of 13 per cent in Toronto events heard in 2007-08, and a subsequent increase in 2008-09 of 22 per cent was due to a temporary change in data entry practices for bankruptcy and commercial matters in 2007-08. Excluding bankruptcy and commercial matters, events heard in Toronto remained steady between 2007-08 and 2008-09.

4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Civil Proceedings Received

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	1,598	1,801	1,660	1,425	1,371	-227	-14%
	Bracebridge	212	195	207	139	150	-62	-29%
	Cobourg	163	159	144	117	126	-37	-23%
	Lindsay	207	188	180	155	138	-69	-33%
	Newmarket	5,307	5,535	5,161	4,888	5,504	197	4%
	Peterborough	385	346	354	294	258	-127	-33%
	Whitby	1,730	1,695	1,644	1,355	1,336	-394	-23%
Central East Total		9,602	9,919	9,350	8,373	8,883	-719	-7%
Central West	Brampton	3,775	4,878	5,501	4,656	4,894	1,119	30%
	Brantford	695	870	866	643	694	-1	0%
	Cayuga	76	82	66	43	55	-21	-28%
	Hamilton	7,578	8,816	8,997	7,802	7,585	7	0%
	Milton	7,596	8,126	9,326	7,029	7,002	-594	-8%
	Orangeville	703	893	1,010	584	369	-334	-48%
	Simcoe	188	152	150	125	115	-73	-39%
	St. Catharines	986	848	896	658	626	-360	-37%
	Welland	587	707	627	626	622	35	6%
Central West Total		22,184	25,372	27,439	22,166	21,962	-222	-1%
East	Belleville	351	391	361	320	362	11	3%
	Brockville	196	175	176	116	176	-20	-10%
	Cornwall	209	223	254	195	157	-52	-25%
	Kingston	463	497	495	452	483	20	4%
	L'Orignal	65	72	80	85	82	17	26%
	Napanee	34	27	37	27	27	-7	-21%
	Ottawa	4,587	6,839	6,671	5,215	4,335	-252	-5%
	Pembroke	155	173	153	119	128	-27	-17%
	Perth	103	100	117	75	63	-40	-39%
	Picton	25	26	28	32	21	-4	-16%
East Total		6,188	8,523	8,372	6,636	5,834	-354	-6%
Northeast	Cochrane (inc. Timmins)	369	419	342	301	308	-61	-17%
	Gore Bay	17	22	29	16	25	8	47%
	Haileybury	136	118	85	93	82	-54	-40%
	North Bay	291	337	255	265	255	-36	-12%
	Parry Sound	128	111	94	107	122	-6	-5%
	Sault Ste. Marie	396	411	354	351	339	-57	-14%
	Sudbury	1,715	1,774	1,801	1,429	1,231	-484	-28%
Northeast Total		3,052	3,192	2,960	2,562	2,362	-690	-23%

Civil Proceedings Received (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Northwest	Fort Frances	21	29	19	15	19	-2	-10%
	Kenora	167	184	126	99	104	-63	-38%
	Thunder Bay	798	756	814	681	652	-146	-18%
Northwest Total		986	969	959	795	775	-211	-21%
Toronto	Toronto Superior Court of Justice	30,675	32,865	34,263	31,390	33,068	2,393	8%
Toronto Total		30,675	32,865	34,263	31,390	33,068	2,393	8%
West	Chatham	300	294	270	245	253	-47	-16%
	Godерich	87	95	76	63	60	-27	-31%
	Guelph	419	546	463	383	439	20	5%
	Kitchener	1,755	2,095	2,152	2,091	2,164	409	23%
	London	7,239	7,506	8,347	6,195	4,617	-2,622	-36%
	Owen Sound	252	257	270	260	234	-18	-7%
	Sarnia	287	277	266	243	224	-63	-22%
	St. Thomas	192	110	99	111	88	-104	-54%
	Stratford	138	145	112	135	116	-22	-16%
	Walkerton	113	99	82	75	85	-28	-25%
	Windsor	1,770	1,853	1,606	1,430	1,418	-352	-20%
	Woodstock	177	190	180	89	118	-59	-33%
West Total		12,728	13,467	13,923	11,320	9,816	-2,913	-23%
Ontario Total		85,416	94,307	97,266	83,242	82,700	-2,716	-3%

1. New proceedings include all new files opened except for bulk sales affidavits, restitution orders, solicitor and client assessments, fee waiver requests, and uncontested Estate matters.

SOURCE: FRANK

Civil Events Heard

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	3,354	2,674	2,716	3,000	2,321	-1,033	-31%
	Bracebridge	409	487	398	403	438	29	7%
	Cobourg	243	270	290	235	291	48	20%
	Lindsay	440	436	436	396	345	-95	-22%
	Newmarket	7,949	8,875	8,551	8,521	8,595	646	8%
	Peterborough	666	704	581	536	656	-10	-2%
	Whitby	3,457	3,516	3,668	3,388	2,979	-478	-14%
Central East Total		16,518	16,962	16,640	16,479	15,625	-893	-5%
Central West	Brampton	6,517	6,620	6,625	6,019	5,697	-820	-13%
	Brantford	905	1,088	988	850	867	-38	-4%
	Cayuga	175	183	174	163	130	-45	-26%
	Hamilton	12,468	13,010	13,501	12,471	12,699	231	2%
	Milton	3,724	4,668	4,782	4,358	4,127	403	11%
	Orangeville	542	679	668	510	570	28	5%
	Simcoe	427	487	434	396	338	-89	-21%
	St. Catharines	2,022	2,367	2,529	2,219	1,969	-53	-3%
	Welland	1,364	1,322	1,432	1,586	1,436	72	5%
Central West Total		28,144	30,424	31,133	28,572	27,833	-311	-1%
East	Belleville	873	889	820	799	715	-158	-18%
	Brockville	427	407	388	345	284	-143	-33%
	Cornwall	237	223	237	233	227	-10	-4%
	Kingston	1,031	873	841	759	756	-275	-27%
	L'Orignal	81	117	98	106	103	22	27%
	Napanee	88	44	33	29	35	-53	-60%
	Ottawa	8,455	11,443	11,660	9,001	8,037	-418	-5%
	Pembroke	344	394	360	322	349	5	1%
	Perth	148	122	129	146	106	-42	-28%
	Picton	81	53	55	59	56	-25	-31%
East Total		11,765	14,565	14,621	11,799	10,668	-1,097	-9%
Northeast	Cochrane (inc. Timmins)	998	1,005	926	760	721	-277	-28%
	Gore Bay	49	29	60	73	50	1	2%
	Haileybury	257	231	250	284	235	-22	-9%
	North Bay	657	787	779	853	758	101	15%
	Parry Sound	132	176	201	211	194	62	47%
	Sault Ste. Marie	861	921	1,049	968	974	113	13%
	Sudbury	2,669	2,968	3,145	2,726	2,131	-538	-20%
Northeast Total		5,623	6,117	6,410	5,875	5,063	-560	-10%

Civil Events Heard (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Northwest	Fort Frances	64	44	64	50	63	-1	-2%
	Kenora	355	399	381	257	220	-135	-38%
	Thunder Bay	1,855	1,572	1,820	1,641	1,606	-249	-13%
Northwest Total		2,274	2,015	2,265	1,948	1,889	-385	-17%
Toronto ²	Toronto Superior Court of Justice	43,932	53,589	53,052	50,849	46,313	2,381	5%
Toronto Total		43,932	53,589	53,052	50,849	46,313	2,381	5%
West	Chatham	974	951	797	645	550	-424	-44%
	Goderich	168	255	199	171	143	-25	-15%
	Guelph	919	1,280	1,130	1,098	990	71	8%
	Kitchener	3,755	3,884	3,777	3,159	3,552	-203	-5%
	London	10,675	13,278	13,052	12,152	12,352	1,677	16%
	Owen Sound	399	468	472	479	461	62	16%
	Sarnia	655	566	559	454	413	-242	-37%
	St. Thomas	391	398	298	287	243	-148	-38%
	Stratford	343	269	269	226	208	-135	-39%
	Walkerton	158	162	130	148	118	-40	-25%
	Windsor	5,075	6,518	5,240	3,762	3,444	-1,631	-32%
	Woodstock	279	333	344	290	286	7	3%
West Total		23,791	28,362	26,267	22,871	22,760	-1,031	-4%
Ontario Total		132,047	152,034	150,388	138,393	130,151	-1,896	-1%

1. Events Heard include all scheduled events dealt with by a presiding official (including adjournments). While Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests are not included in new proceedings, the related event activity is included in the number of events heard.

2. A decrease of 13 per cent in Toronto events heard in 2007-08, and a subsequent increase in 2008-09 of 22 per cent was due to a temporary change in data entry practices for bankruptcy and commercial matters in 2007-08. Excluding bankruptcy and commercial matters, events heard in Toronto remained steady between 2007-08 and 2008-09.

SOURCE: FRANK

Ontario Court of Justice: Criminal Overview by Region

Region	Fiscal Year	Charges Received	Charges Disposed	Charges Pending	Events Heard	Courtroom Operating Hours
Central East	2007-08	101,472	102,398	48,169	987,606	53,344
	2008-09	106,358	104,522	49,101	965,247	53,360
	2009-10	105,840	109,837	45,383	929,790	56,132
	2010-11	101,803	107,240	40,511	840,879	54,550
	2011-12	98,330	100,529	37,597	769,922	52,823
Central West	2007-08	97,346	96,143	49,799	914,090	55,675
	2008-09	96,470	93,847	51,857	906,175	55,782
	2009-10	96,080	96,632	50,009	875,506	56,220
	2010-11	96,923	99,477	47,683	849,407	55,071
	2011-12	97,428	95,227	47,982	845,227	54,899
East	2007-08	80,551	79,816	34,295	698,290	32,829
	2008-09	88,930	84,988	37,180	771,317	33,521
	2009-10	85,744	86,717	34,817	745,268	33,844
	2010-11	78,462	82,949	31,562	650,740	34,116
	2011-12	80,456	78,735	31,588	637,465	33,533
Northeast	2007-08	44,934	42,312	16,077	329,524	16,079
	2008-09	46,866	46,882	16,241	347,081	16,069
	2009-10	45,222	44,994	16,261	321,677	16,141
	2010-11	45,785	47,302	15,243	308,905	15,909
	2011-12	44,871	45,319	13,671	303,569	15,557
Northwest	2007-08	20,301	19,629	7,105	134,558	6,621
	2008-09	22,179	21,930	6,881	143,630	7,762
	2009-10	23,284	23,002	7,109	142,537	7,785
	2010-11	22,895	23,193	7,336	144,601	8,089
	2011-12	24,265	23,118	7,914	148,450	8,341
Toronto	2007-08	147,233	135,380	82,263	1,674,801	73,207
	2008-09	146,543	142,421	82,143	1,702,500	76,152
	2009-10	143,641	137,812	81,322	1,555,113	75,321
	2010-11	128,214	129,663	75,051	1,446,436	74,129
	2011-12	138,825	132,964	76,090	1,405,123	72,644

Ontario Court of Justice: Criminal Overview by Region (continued)

Region	Fiscal Year	Charges Received	Charges Disposed	Charges Pending	Events Heard	Courtroom Operating Hours
West	2007-08	103,774	102,858	37,954	848,503	46,326
	2008-09	103,976	101,170	40,833	851,845	45,741
	2009-10	102,471	103,162	40,337	833,370	46,955
	2010-11	98,965	103,239	37,115	788,145	46,309
	2011-12	97,892	98,680	34,956	783,230	43,564
Ontario	2007-08	595,611	578,536	275,662	5,587,372	284,080
	2008-09	611,322	595,760	284,236	5,687,795	288,386
	2009-10	602,282	602,156	275,238	5,403,261	292,398
	2010-11	573,047	593,063	254,501	5,029,113	288,173
	2011-12	582,067	574,572	249,798	4,892,986	281,362

1. Criminal proceedings received and disposed are individual criminal charges. There may be multiple charges laid against an accused in a single 'case'. There are approximately two charges per case.
2. Charges received have been adjusted for transfers.
3. Charges pending are active charges that have a future court date scheduled as of the last day of the month. For example, where a bench warrant is issued against a person, no future court dates are scheduled until the bench warrant is executed. These charges are therefore treated as "inactive proceedings" and are excluded from the total number of pending charges.
4. Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts data base shows two events for each court appearance. Events heard include trials, pre-trials, motion hearings, bail hearings, preliminary hearings, and other hearings.
5. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Received

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	18,736	19,462	19,018	18,041	17,184	-1,552	-8%
	Bracebridge	4,056	3,330	3,196	3,764	2,949	-1,107	-27%
	Cobourg	4,758	4,197	3,885	3,972	5,326	568	12%
	Lindsay	6,016	6,609	5,799	4,528	4,538	-1,478	-25%
	Newmarket	29,608	31,167	32,308	31,297	29,890	282	1%
	Orillia	3,654	3,728	4,020	4,126	3,726	72	2%
	Oshawa	27,562	30,929	30,956	30,111	28,185	623	2%
	Peterborough	7,082	6,936	6,658	5,964	6,532	-550	-8%
Central East Total		101,472	106,358	105,840	101,803	98,330	-3,142	-3%
Central West	Brampton	37,011	34,897	35,700	35,301	36,251	-760	-2%
	Brantford	8,620	7,713	8,495	8,288	7,093	-1,527	-18%
	Cayuga	2,143	1,969	1,885	1,405	1,905	-238	-11%
	Hamilton	19,397	19,270	19,996	20,567	20,609	1,212	6%
	Milton	9,946	10,697	9,943	10,187	11,484	1,538	15%
	Orangeville	4,894	5,095	4,065	4,086	4,463	-431	-9%
	Simcoe	2,518	2,554	2,377	2,657	2,119	-399	-16%
	St. Catharines	11,176	12,196	11,649	12,390	11,463	287	3%
	Welland	1,641	2,079	1,970	2,042	2,041	400	24%
Central West Total		97,346	96,470	96,080	96,923	97,428	82	0%
East	Belleville	5,728	7,354	6,570	6,106	6,037	309	5%
	Brockville	5,306	6,402	5,996	5,667	5,320	14	0%
	Cornwall	7,824	8,900	8,571	8,816	9,428	1,604	21%
	Kingston	7,174	7,829	8,148	7,621	8,584	1,410	20%
	L'Orignal	3,114	2,957	3,378	3,035	3,326	212	7%
	Napanee	2,932	2,611	2,754	2,153	2,054	-878	-30%
	Ottawa	37,577	42,058	40,617	35,802	35,755	-1,822	-5%
	Pembroke	4,939	4,963	4,863	4,125	4,867	-72	-1%
	Perth	4,927	4,911	3,987	4,123	4,176	-751	-15%
	Picton	1,030	945	860	1,014	909	-121	-12%
East Total		80,551	88,930	85,744	78,462	80,456	-95	0%
Northeast	Cochrane	3,235	3,345	3,099	3,360	3,065	-170	-5%
	Elliot Lake	799	830	905	933	863	64	8%
	Espanola	828	855	738	886	964	136	16%
	Gore Bay	1,757	1,520	1,898	1,543	2,323	566	32%
	Haileybury	2,625	2,644	2,570	2,837	2,334	-291	-11%
	Kirkland Lake	479	631	685	413	483	4	1%
	North Bay	5,479	6,113	5,852	5,728	6,251	772	14%
	Parry Sound	2,429	2,928	3,563	3,270	2,483	54	2%
	Sault Ste. Marie	7,843	7,789	6,384	6,306	5,692	-2,151	-27%
	Sudbury	14,151	15,233	13,761	14,577	14,511	360	3%
	Timmins	5,309	4,978	5,767	5,932	5,902	593	11%
Northeast Total		44,934	46,866	45,222	45,785	44,871	-63	0%

Ontario Court of Justice: Criminal Received (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Northwest	Dryden	3,746	4,852	4,956	4,843	4,609	863	23%
	Fort Frances	1,315	1,281	1,087	1,099	1,368	53	4%
	Kenora	5,181	5,094	5,781	5,609	6,618	1,437	28%
	Thunder Bay	10,059	10,952	11,460	11,344	11,670	1,611	16%
Northwest Total		20,301	22,179	23,284	22,895	24,265	3,964	20%
Toronto	1000 Finch Ave. W.	23,832	23,544	25,240	21,717	23,670	-162	-1%
	1911 Eglinton Ave.	29,607	27,669	27,160	21,708	24,467	-5,140	-17%
	2201 Finch Ave. W.	24,067	22,909	25,429	21,946	22,812	-1,255	-5%
	311 Jarvis St.	5,765	5,983	5,085	4,702	5,882	117	2%
	College Park	20,812	23,474	20,848	19,276	20,566	-246	-1%
	Old City Hall	43,150	42,964	39,879	38,865	41,428	-1,722	-4%
Toronto Total		147,233	146,543	143,641	128,214	138,825	-8,408	-6%
West	Chatham	6,229	6,524	7,070	6,296	5,716	-513	-8%
	Goderich	2,568	2,373	2,439	2,189	2,640	72	3%
	Guelph	6,744	7,074	7,154	7,562	6,301	-443	-7%
	Kitchener	24,238	24,772	24,221	22,951	23,886	-352	-1%
	London	21,654	22,949	21,291	21,557	21,220	-434	-2%
	Owen Sound	3,719	3,747	4,185	3,246	3,222	-497	-13%
	Sarnia	8,581	8,389	8,342	8,021	8,449	-132	-2%
	St. Thomas	3,781	3,839	3,454	3,092	3,023	-758	-20%
	Stratford	2,620	2,522	2,430	2,422	2,390	-230	-9%
	Walkerton	3,225	2,731	2,552	2,899	2,692	-533	-17%
	Windsor	16,088	14,585	15,136	14,690	14,248	-1,840	-11%
	Woodstock	4,327	4,471	4,197	4,040	4,105	-222	-5%
West Total		103,774	103,976	102,471	98,965	97,892	-5,882	-6%
Ontario Total		595,611	611,322	602,282	573,047	582,067	-13,544	-2%

1. Criminal proceedings received are individual criminal charges. There may be multiple charges laid against an accused in a single 'case'. There are approximately 2 charges per case.

2. Charges received have been adjusted for transfers.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Disposed

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	17,742	18,981	18,858	19,155	17,593	-149	-1%
	Bracebridge	3,421	3,538	3,566	3,266	3,255	-166	-5%
	Cobourg	4,405	4,596	4,036	4,327	5,179	774	18%
	Lindsay	6,182	6,457	6,721	5,626	4,578	-1,604	-26%
	Newmarket	30,247	30,037	33,666	31,144	30,145	-102	0%
	Orillia	3,599	3,807	3,691	4,622	3,600	1	0%
	Oshawa	28,384	30,104	31,688	31,970	29,647	1,263	4%
	Peterborough	8,418	7,002	7,611	7,130	6,532	-1,886	-22%
Central East Total		102,398	104,522	109,837	107,240	100,529	-1,869	-2%
Central West	Brampton	38,560	34,333	35,234	37,021	34,605	-3,955	-10%
	Brantford	8,145	7,432	8,128	9,097	7,970	-175	-2%
	Cayuga	1,928	1,958	1,781	1,633	1,589	-339	-18%
	Hamilton	18,650	18,607	19,998	20,536	20,066	1,416	8%
	Milton	9,179	10,462	10,214	10,598	10,506	1,327	14%
	Orangeville	4,551	4,875	4,841	4,115	4,375	-176	-4%
	Simcoe	2,529	2,378	2,573	2,656	2,427	-102	-4%
	St. Catharines	10,804	11,962	11,765	11,752	11,688	884	8%
	Welland	1,797	1,840	2,098	2,069	2,001	204	11%
Central West Total		96,143	93,847	96,632	99,477	95,227	-916	-1%
East	Belleville	5,662	6,629	6,905	6,097	6,353	691	12%
	Brockville	4,758	6,138	5,956	5,642	5,503	745	16%
	Cornwall	8,163	8,551	8,821	8,702	9,276	1,113	14%
	Kingston	7,094	7,340	7,828	8,113	8,275	1,181	17%
	L'Orignal	3,334	3,106	3,142	3,538	3,024	-310	-9%
	Napanee	2,753	2,550	2,616	2,500	2,120	-633	-23%
	Ottawa	37,741	39,464	41,394	39,098	34,402	-3,339	-9%
	Pembroke	4,838	5,246	4,917	4,291	4,739	-99	-2%
	Perth	4,451	5,123	4,181	3,990	4,055	-396	-9%
	Picton	1,022	841	957	978	988	-34	-3%
East Total		79,816	84,988	86,717	82,949	78,735	-1,081	-1%
North East	Cochrane	2,280	3,499	3,447	3,206	3,279	999	44%
	Elliot Lake	851	786	894	1,028	854	3	0%
	Espanola	710	735	843	747	941	231	33%
	Gore Bay	1,631	1,654	1,619	1,772	2,037	406	25%
	Haileybury	2,157	2,555	2,778	2,696	2,500	343	16%
	Kirkland Lake	305	558	657	652	392	87	29%

Ontario Court of Justice: Criminal Charges Disposed (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
	North Bay	5,291	5,719	5,857	5,912	6,253	962	18%
	Parry Sound	2,480	2,971	3,178	3,654	2,720	240	10%
	Sault Ste. Marie	7,831	7,958	6,494	6,848	6,018	-1,813	-23%
	Sudbury	13,832	15,329	13,927	14,798	14,360	528	4%
	Timmins	4,944	5,118	5,300	5,989	5,965	1,021	21%
Northeast Total		42,312	46,882	44,994	47,302	45,319	3,007	7%
Northwest	Dryden	3,603	4,537	4,730	4,611	4,630	1,027	29%
	Fort Frances	1,437	1,345	1,147	1,096	1,215	-222	-15%
	Kenora	5,141	5,180	5,722	5,619	5,975	834	16%
	Thunder Bay	9,448	10,868	11,403	11,867	11,298	1,850	20%
Northwest Total		19,629	21,930	23,002	23,193	23,118	3,489	18%
Toronto	1000 Finch Ave. W.	24,446	23,137	25,118	22,147	21,593	-2,853	-12%
	1911 Eglinton Ave.	27,625	28,024	26,279	23,088	26,414	-1,211	-4%
	2201 Finch Ave. W.	21,174	24,740	23,057	22,083	21,996	822	4%
	311 Jarvis St.	5,203	5,544	5,283	5,144	4,467	-736	-14%
	College Park	17,925	20,325	21,115	20,265	19,714	1,789	10%
	Old City Hall	39,007	40,651	36,960	36,936	38,780	-227	-1%
Toronto Total		135,380	142,421	137,812	129,663	132,964	-2,416	-2%
West	Chatham	6,333	5,562	6,080	7,411	6,763	430	7%
	Goderich	2,254	2,458	2,387	2,321	2,736	482	21%
	Guelph	6,269	6,706	7,522	7,289	6,746	477	8%
	Kitchener	23,604	23,941	24,742	24,448	23,153	-451	-2%
	London	22,719	21,596	22,764	21,031	20,846	-1,873	-8%
	Owen Sound	3,722	3,765	3,803	3,783	3,390	-332	-9%
	Sarnia	8,792	7,863	8,112	7,885	8,461	-331	-4%
	St. Thomas	3,595	4,030	3,948	3,242	2,860	-735	-20%
	Stratford	2,573	2,511	2,336	2,614	2,282	-291	-11%
	Walkerton	3,212	2,927	2,616	3,105	2,594	-618	-19%
	Windsor	15,328	15,177	14,674	15,889	14,496	-832	-5%
	Woodstock	4,457	4,634	4,178	4,221	4,353	-104	-2%
West Total		102,858	101,170	103,162	103,239	98,680	-4,178	-4%
Ontario Total		578,536	595,760	602,156	593,063	574,572	-3,964	-1%

1. Criminal proceedings disposed are individual criminal charges. There may be multiple charges laid against an accused in a single 'case'. There are approximately 2 charges per case.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Pending

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	7,582	7,607	7,729	7,162	6,363	-1,219	-16%
	Bracebridge	1,553	1,377	963	884	709	-844	-54%
	Cobourg	2,149	1,495	1,277	1,084	1,187	-962	-45%
	Lindsay	2,858	3,079	2,287	1,630	1,545	-1,313	-46%
	Newmarket	15,208	16,096	14,282	14,077	13,544	-1,664	-11%
	Orillia	1,376	1,317	1,557	1,276	1,425	49	4%
	Oshawa	13,632	14,477	14,301	12,196	10,681	-2,951	-22%
	Peterborough	3,811	3,653	2,987	2,202	2,143	-1,668	-44%
Central East Total		48,169	49,101	45,383	40,511	37,597	-10,572	-22%
Central West	Brampton	21,313	21,227	20,776	19,234	20,048	-1,265	-6%
	Brantford	3,868	4,131	4,400	3,814	2,928	-940	-24%
	Cayuga	905	921	977	729	998	93	10%
	Hamilton	7,520	8,558	8,526	8,527	8,855	1,335	18%
	Milton	6,014	6,143	5,822	5,417	5,868	-146	-2%
	Orangeville	2,503	2,682	1,885	1,835	1,828	-675	-27%
	Simcoe	966	1,141	971	998	695	-271	-28%
	St. Catharines	5,746	5,893	5,597	6,105	5,704	-42	-1%
	Welland	964	1,161	1,055	1,024	1,058	94	10%
Central West Total		49,799	51,857	50,009	47,683	47,982	-1,817	-4%
East	Belleville	1,844	2,409	2,043	2,319	1,967	123	7%
	Brockville	2,455	2,568	2,406	2,474	2,110	-345	-14%
	Cornwall	4,426	4,690	4,460	4,358	4,333	-93	-2%
	Kingston	2,644	3,085	3,174	2,677	2,747	103	4%
	L'Orignal	1,218	1,090	1,036	794	873	-345	-28%
	Napanee	640	648	774	451	379	-261	-41%
	Ottawa	16,835	18,849	17,644	15,137	15,912	-923	-5%
	Pembroke	1,984	1,737	1,634	1,474	1,490	-494	-25%
	Perth	1,971	1,734	1,389	1,548	1,563	-408	-21%
	Picton	278	370	257	330	214	-64	-23%
East Total		34,295	37,180	34,817	31,562	31,588	-2,707	-8%
North East	Cochrane	999	1,395	870	1,037	982	-17	-2%
	Elliot Lake	446	554	548	479	340	-106	-24%
	Espanola	389	503	402	492	454	65	17%
	Gore Bay	656	599	825	655	893	237	36%
	Haileybury	1,394	1,268	1,170	1,340	1,128	-266	-19%
	Kirkland Lake	265	310	278	95	189	-76	-29%

Ontario Court of Justice: Criminal Charges Pending (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Northeast	North Bay	2,228	2,484	2,493	2,293	2,132	-96	-4%
	Parry Sound	933	922	1,214	951	665	-268	-29%
	Sault Ste. Marie	2,503	2,302	2,227	2,140	1,620	-883	-35%
	Sudbury	4,475	4,208	4,255	3,867	3,567	-908	-20%
	Timmins	1,789	1,696	1,979	1,894	1,701	-88	-5%
Northeast Total		16,077	16,241	16,261	15,243	13,671	-2,406	-15%
Northwest	Dryden	896	1,009	1,145	1,286	1,093	197	22%
	Fort Frances	357	344	273	319	431	74	21%
	Kenora	1,749	1,667	1,794	1,846	2,290	541	31%
	Thunder Bay	4,103	3,861	3,897	3,885	4,100	-3	0%
Northwest Total		7,105	6,881	7,109	7,336	7,914	809	11%
Toronto	1000 Finch Ave. W.	11,348	11,600	11,203	10,670	12,629	1,281	11%
	1911 Eglinton Ave.	17,337	16,940	17,510	15,199	12,906	-4,431	-26%
	2201 Finch Ave. W.	14,612	12,266	13,590	12,731	12,899	-1,713	-12%
	311 Jarvis St.	2,794	3,198	2,770	2,347	3,243	449	16%
	College Park	10,431	13,043	12,184	10,706	10,924	493	5%
	Old City Hall	25,741	25,096	24,065	23,398	23,489	-2,252	-9%
Toronto Total		82,263	82,143	81,322	75,051	76,090	-6,173	-8%
West	Chatham	2,169	3,022	4,002	3,099	2,174	5	0%
	Goderich	1,066	968	1,013	956	847	-219	-21%
	Guelph	2,869	3,242	2,864	3,068	2,534	-335	-12%
	Kitchener	7,745	8,050	7,742	7,202	7,529	-216	-3%
	London	7,735	9,528	7,981	8,153	8,207	472	6%
	Owen Sound	1,026	1,175	1,535	1,137	998	-28	-3%
	Sarnia	3,046	3,601	3,793	3,901	3,627	581	19%
	St. Thomas	1,440	1,374	1,002	820	939	-501	-35%
	Stratford	541	541	589	421	452	-89	-16%
	Walkerton	1,195	974	895	832	793	-402	-34%
	Windsor	7,288	6,734	7,243	6,011	5,552	-1,736	-24%
	Woodstock	1,834	1,624	1,678	1,515	1,304	-530	-29%
West Total		37,954	40,833	40,337	37,115	34,956	-2,998	-8%
Ontario Total		275,662	284,236	275,238	254,501	249,798	-25,864	-9%

1. Charges pending are active charges that have a future court date scheduled as of the last day of the month. For example, where a bench warrant is issued against a person, no future court dates are scheduled until the bench warrant is executed. These charges are therefore treated as "inactive proceedings" and are excluded from the total number of pending charges.

Ontario Court of Justice: Criminal Events Heard

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	165,543	160,146	149,329	141,657	126,583	-38,960	-24%
	Bracebridge	19,157	18,090	18,313	18,371	15,354	-3,803	-20%
	Cobourg	37,446	38,376	29,668	29,497	30,848	-6,598	-18%
	Lindsay	57,639	67,400	53,870	38,170	37,826	-19,813	-34%
	Newmarket	270,212	270,427	266,868	239,781	234,761	-35,451	-13%
	Orillia	19,556	19,932	21,113	22,511	19,006	-550	-3%
	Oshawa	324,166	308,246	309,517	292,336	249,345	-74,821	-23%
	Peterborough	93,887	82,630	81,112	58,556	56,199	-37,688	-40%
Central East Total		987,606	965,247	929,790	840,879	769,922	-217,684	-22%
Central West	Brampton	393,105	355,994	338,558	309,199	300,224	-92,881	-24%
	Brantford	72,221	67,704	71,166	70,827	58,866	-13,355	-18%
	Cayuga	12,185	14,211	13,185	12,952	15,654	3,469	28%
	Hamilton	166,615	172,182	179,943	188,429	195,940	29,325	18%
	Milton	87,910	97,055	85,759	86,773	93,773	5,863	7%
	Orangeville	38,623	44,650	34,813	28,916	30,224	-8,399	-22%
	Simcoe	18,780	18,305	16,947	14,396	15,459	-3,321	-18%
	St. Catharines	107,017	114,320	115,180	121,418	115,562	8,545	8%
	Welland	17,634	21,754	19,955	16,497	19,525	1,891	11%
Central West Total		914,090	906,175	875,506	849,407	845,227	-68,863	-8%
East	Belleville	40,241	48,774	46,802	39,976	44,035	3,794	9%
	Brockville	39,248	47,735	44,097	41,936	38,084	-1,164	-3%
	Cornwall	68,934	74,738	73,831	68,586	74,860	5,926	9%
	Kingston	67,657	66,718	72,160	65,060	60,103	-7,554	-11%
	L'Orignal	15,787	14,199	17,791	17,332	16,542	755	5%
	Napanee	13,702	12,541	14,217	10,597	6,825	-6,877	-50%
	Ottawa	363,913	401,943	396,453	338,002	325,833	-38,080	-10%
	Pembroke	40,821	43,410	35,639	29,962	30,794	-10,027	-25%
	Perth	43,293	56,697	39,551	35,066	36,090	-7,203	-17%
	Picton	4,694	4,562	4,727	4,223	4,299	-395	-8%
East Total		698,290	771,317	745,268	650,740	637,465	-60,825	-9%
North East	Cochrane	18,595	22,122	18,663	16,135	17,493	-1,102	-6%
	Elliot Lake	3,991	4,228	4,482	4,861	4,462	471	12%
	Espanola	3,460	5,302	5,126	4,600	7,070	3,610	104%
	Gore Bay	10,427	10,764	11,599	11,918	16,140	5,713	55%
	Haileybury	22,118	18,678	17,410	18,408	17,114	-5,004	-23%

Ontario Court of Justice: Criminal Events Heard (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Northeast	Kirkland Lake	2,993	4,590	3,442	2,536	2,465	-528	-18%
	North Bay	44,976	48,525	47,892	43,242	46,449	1,473	3%
	Parry Sound	16,559	15,366	20,950	21,475	14,959	-1,600	-10%
	Sault Ste. Marie	65,808	69,187	48,790	48,049	41,950	-23,858	-36%
	Sudbury	106,505	113,311	105,871	102,456	102,647	-3,858	-4%
	Timmins	34,092	35,008	37,452	35,225	32,820	-1,272	-4%
Northeast Total		329,524	347,081	321,677	308,905	303,569	-25,955	-8%
Northwest	Dryden	18,964	24,329	23,001	25,185	22,335	3,371	18%
	Fort Frances	7,613	7,014	5,298	5,149	7,209	-404	-5%
	Kenora	34,561	34,347	35,463	34,248	40,818	6,257	18%
	Thunder Bay	73,420	77,940	78,775	80,019	78,088	4,668	6%
Northwest Total		134,558	143,630	142,537	144,601	148,450	13,892	10%
Toronto	1000 Finch Ave. W.	214,479	204,573	186,808	173,093	180,656	-33,823	-16%
	1911 Eglinton Ave.	363,231	348,312	296,780	259,333	221,759	-141,472	-39%
	2201 Finch Avenue West	267,710	246,035	266,643	218,765	224,175	-43,535	-16%
	311 Jarvis Street	46,208	58,012	54,831	47,515	59,679	13,471	29%
	College Park	227,269	264,134	238,398	232,419	206,261	-21,008	-9%
	Old City Hall	555,904	581,434	511,653	515,311	512,593	-43,311	-8%
Toronto Total		1,674,801	1,702,500	1,555,113	1,446,436	1,405,123	-269,678	-16%
West	Chatham	43,308	47,680	54,387	51,167	48,288	4,980	11%
	Goderich	14,865	16,996	17,359	14,656	21,418	6,553	44%
	Guelph	49,920	55,048	54,360	56,950	44,933	-4,987	-10%
	Kitchener	189,147	191,901	184,002	171,881	183,657	-5,490	-3%
	London	215,656	216,870	203,579	188,979	192,139	-23,517	-11%
	Owen Sound	21,045	20,834	25,817	20,836	21,637	592	3%
	Sarnia	75,348	72,651	75,574	70,962	73,554	-1,794	-2%
	St. Thomas	30,615	29,612	25,705	21,889	21,399	-9,216	-30%
	Stratford	12,814	13,841	11,931	12,983	11,353	-1,461	-11%
	Walkerton	21,629	20,245	19,045	20,812	17,117	-4,512	-21%
	Windsor	131,801	130,386	124,136	126,799	118,294	-13,507	-10%
	Woodstock	42,355	35,781	37,475	30,231	29,441	-12,914	-30%
West Total		848,503	851,845	833,370	788,145	783,230	-65,273	-8%
Ontario Total		5,587,372	5,687,795	5,403,261	5,029,113	4,892,986	-694,386	-12%

1. Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts data base shows 2 events for each court appearance. Events heard include trials, pre-trials, motion hearings, bail hearings, preliminary hearings, and other hearings.

SOURCE: ICON

Superior Court of Justice: Criminal Overview by Region

Region	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard
Central East	2009-10	436	352	290	5,619
	2010-11	426	265	301	5,040
	2011-12	388	297	213	4,894
Central West	2009-10	824	608	666	10,388
	2010-11	836	524	714	10,523
	2011-12	843	595	563	10,357
East	2009-10	562	376	480	5,612
	2010-11	503	334	454	5,491
	2011-12	511	394	318	5,176
Northeast	2009-10	261	143	176	2,324
	2010-11	279	161	194	2,394
	2011-12	267	169	123	2,292
Northwest	2009-10	109	90	61	1,093
	2010-11	70	52	48	957
	2011-12	119	59	42	1,047
Toronto	2009-10	1,241	876	1,038	16,766
	2010-11	1,107	621	1,097	16,037
	2011-12	1,112	1,134	706	16,134
West	2009-10	674	492	553	6,638
	2010-11	717	459	570	6,900
	2011-12	681	521	384	6,745
Ontario	2009-10	4,107	2,937	3,264	48,440
	2010-11	3,938	2,616	3,378	47,342
	2011-12	3,921	3,169	2,349	46,645

1. Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As a result, five-year trend data will not be available until 2013-14.
2. Events Heard include all scheduled events dealt with by a Judge (including adjournments). While applications, motions and bail reviews are not included in case activity (i.e. cases received, disposed and pending), the related event activity is included in the number of events heard.
3. Indictments are considered disposed of when all counts on the indictment have a final outcome (when sentencing is complete for indictments with a conviction). Appeals are considered disposed of when the appeal decision is given.
4. Indictments are considered pending if any count on the indictment is awaiting a final outcome, and there is a future event scheduled. (Undisposed cases with no future event are considered inactive and are not included). Appeals are considered pending if a decision has not been given on the appeal, and there is a future event scheduled.

SOURCE: FRANK

Superior Court of Justice: Criminal Courtroom Operating Hours by Region

Region	2007-08	2008-09	2009-10	2010-11	2011-12
Central East	7,570	8,162	8,803	8,196	8,022
Central West	10,832	11,098	11,768	11,475	12,335
East	5,352	7,067	6,261	7,204	7,289
Northeast	2,241	2,249	2,067	1,815	1,276
Northwest	760	839	566	510	612
Toronto	17,025	18,408	17,409	16,524	15,727
West	6,150	5,854	6,692	6,776	7,311
Ontario	49,930	53,678	53,565	52,501	52,572

1. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Superior Court of Justice: Criminal Indictments and Appeals Received

Region	Location	09-10	10-11	11-12
Central East	Barrie	141	149	138
	Bracebridge	6	9	6
	Cobourg	16	12	10
	Lindsay	36	26	18
	Newmarket	87	86	79
	Peterborough	22	25	43
	Whitby	128	119	94
Central East Total		436	426	388
Central West	Brampton	444	446	441
	Brantford	16	18	18
	Cayuga	12	6	9
	Hamilton	183	174	177
	Milton	78	85	83
	Orangeville	25	38	26
	Simcoe	13	12	9
	St. Catharines	24	25	40
	Welland	29	32	40
Central West Total		824	836	843
East	Belleville	52	30	33
	Brockville	37	37	47
	Cornwall	94	79	77
	Kingston	74	52	60
	L'Original	44	26	35
	Napanee	12	20	12
	Ottawa	195	197	188
	Pembroke	28	31	32
	Perth	21	23	23
	Picton	5	8	4
East Total		562	503	511
Northeast	Cochrane (inc. Timmins)	34	34	49
	Gore Bay	16	17	21
	Haileybury	26	29	34
	North Bay	52	52	50
	Parry Sound	22	27	21
	Sault Ste. Marie	35	33	30
	Sudbury	76	87	62
Northeast Total		261	279	267

Superior Court of Justice: Criminal Indictments and Appeals Received (continued)

Region	Location	09-10	10-11	11-12
Northwest	Fort Frances	5	8	4
	Kenora	42	22	32
	Thunder Bay	62	40	83
Northwest Total		109	70	119
Toronto	Toronto Superior Court Of Justice	1,241	1,107	1,112
Toronto Total		1,241	1,107	1,112
West	Chatham	20	34	31
	Goderich	26	27	15
	Guelph	41	41	42
	Kitchener	57	58	53
	London	183	187	203
	Owen Sound	14	23	18
	Sarnia	54	46	36
	St. Thomas	34	37	28
	Stratford	55	46	67
	Walkerton	27	23	15
	Windsor	141	170	153
	Woodstock	22	25	20
West Total		674	717	681
Ontario Total		4,107	3,938	3,921

1. Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As a result, five-year trend data will not be available until 2013-14.

2. Cases Received include indictments and appeals for both adult and youth.

SOURCE: FRANK

Superior Court of Justice: Criminal Indictments and Appeals Disposed

Region	Location	09-10	10-11	11-12
Central East	Barrie	120	89	120
	Bracebridge	9	6	8
	Cobourg	18	12	2
	Lindsay	27	17	18
	Newmarket	48	56	38
	Peterborough	14	15	28
	Whitby	116	70	83
Central East Total		352	265	297
Central West	Brampton	293	242	278
	Brantford	9	12	15
	Cayuga	9	4	3
	Hamilton	171	152	141
	Milton	65	51	76
	Orangeville	14	19	16
	Simcoe	6	9	4
	St. Catharines	18	16	33
	Welland	23	19	29
Central West Total		608	524	595
East	Belleville	37	28	25
	Brockville	9	18	29
	Cornwall	50	48	68
	Kingston	59	39	33
	L'Orignal	37	10	31
	Napanee	2	2	7
	Ottawa	128	138	153
	Pembroke	31	25	26
	Perth	19	21	19
	Picton	4	5	3
East Total		376	334	394
Northeast	Cochrane (inc. Timmins)	20	23	19
	Gore Bay	6	2	5
	Haileybury	19	24	28
	North Bay	28	39	35
	Parry Sound	14	10	21
	Sault Ste. Marie	16	20	31
	Sudbury	40	43	30
Northeast Total		143	161	169

Superior Court of Justice: Criminal Indictments and Appeals Disposed (continued)

Region	Location	09-10	10-11	11-12
Northwest	Fort Frances	2	3	4
	Kenora	38	17	12
	Thunder Bay	50	32	43
Northwest Total		90	52	59
Toronto	Toronto Superior Court Of Justice	876	821	1,134
Toronto Total		876	821	1,134
West	Chatham	15	16	25
	Goderich	19	17	7
	Guelph	48	41	37
	Kitchener	37	45	30
	London	84	103	131
	Owen Sound	7	5	15
	Sarnia	43	39	38
	St. Thomas	26	28	29
	Stratford	39	36	40
	Walkerton	17	12	7
	Windsor	139	101	141
	Woodstock	18	16	21
West Total		492	459	521
Ontario Total		2,937	2,616	3,169

1. Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As a result, five-year trend data will not be available until 2013-14.
2. Indictments are considered disposed of when all counts on the indictment have a final outcome (when sentencing is complete for indictments with a conviction). Appeals are considered disposed of when the appeal decision is given.

SOURCE: FRANK

Superior Court of Justice: Criminal Indictments and Appeals Pending

Region	Location	09-10	10-11	11-12
Central East	Barrie	87	121	70
	Bracebridge	7	5	1
	Cobourg	12	7	6
	Lindsay	25	20	13
	Newmarket	66	56	36
	Peterborough	14	13	20
	Whitby	79	79	67
Central East Total		290	301	213
Central West	Brampton	382	418	357
	Brantford	16	17	10
	Cayuga	6	6	5
	Hamilton	139	125	82
	Milton	59	68	53
	Orangeville	14	14	5
	Simcoe	9	8	7
	St. Catharines	20	25	20
	Welland	21	33	24
Central West Total		666	714	563
East	Belleville	38	22	25
	Brockville	17	30	24
	Cornwall	100	86	54
	Kingston	60	41	37
	L'Orignal	24	28	10
	Napanee	6	13	10
	Ottawa	191	195	124
	Pembroke	17	17	16
	Perth	22	17	16
	Picton	5	5	2
East Total		480	454	318
Northeast	Cochrane (inc. Timmins)	25	24	29
	Gore Bay	9	10	10
	Haileybury	22	22	13
	North Bay	38	37	23
	Parry Sound	11	19	9
	Sault Ste. Marie	20	21	10
	Sudbury	51	61	29
Northeast Total		176	194	123

Superior Court of Justice: Criminal Indictments and Appeals Pending (continued)

Region	Location	09-10	10-11	11-12
Northwest	Fort Frances	3	4	0
	Kenora	19	13	10
	Thunder Bay	39	31	32
Northwest Total		61	48	42
Toronto	Toronto Superior Court Of Justice	1,038	1,097	706
Toronto Total		1,038	1,097	706
West	Chatham	16	27	26
	Goderich	18	18	18
	Guelph	23	16	7
	Kitchener	56	47	17
	London	143	153	104
	Owen Sound	11	16	11
	Sarnia	41	39	30
	St. Thomas	26	33	17
	Stratford	31	25	24
	Walkerton	10	12	3
	Windsor	163	165	113
	Woodstock	15	19	14
West Total		553	570	384
Ontario Total		3,264	3,378	2,349

1. Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As a result, five-year trend data will not be available until 2013-14.
2. Indictments are considered pending if any count on the indictment is awaiting a final outcome, and there is a future event scheduled. (Undisposed cases with no future event are considered inactive and are not included). Appeals are considered pending if a decision has not been given on the appeal, and there is a future event scheduled.

SOURCE: FRANK

Superior Court of Justice: Criminal Events Heard

Region	Location	09-10	10-11	11-12
Central East	Barrie	1,566	1,332	1,510
	Bracebridge	94	88	77
	Cobourg	234	108	98
	Lindsay	425	276	243
	Newmarket	1,190	1,180	958
	Peterborough	295	302	311
	Whitby	1,815	1,754	1,697
Central East Total		5,619	5,040	4,894
Central West	Brampton	5,728	6,033	5,786
	Brantford	319	356	342
	Cayuga	109	78	84
	Hamilton	2,164	1,804	1,849
	Milton	855	830	910
	Orangeville	243	303	174
	Simcoe	121	128	125
	St. Catharines	394	439	516
	Welland	455	552	571
Central West Total		10,388	10,523	10,357
East	Belleville	482	328	331
	Brockville	259	286	402
	Cornwall	1,022	997	969
	Kingston	661	623	549
	L'Orignal	194	170	175
	Napanee	39	104	128
	Ottawa	2,390	2,569	2,194
	Pembroke	266	173	179
	Perth	224	195	172
	Picton	75	46	77
East Total		5,612	5,491	5,176
Northeast	Cochrane (inc. Timmins)	453	338	342
	Gore Bay	205	149	133
	Haileybury	184	194	169
	North Bay	394	404	438
	Parry Sound	157	206	202
	Sault Ste. Marie	460	452	381
	Sudbury	471	651	627
	Northeast Total	2,324	2,394	2,292

Superior Court of Justice: Criminal Events Heard (continued)

Region	Location	09-10	10-11	11-12
Northwest	Fort Frances	34	42	38
	Kenora	379	364	271
	Thunder Bay	680	551	738
Northwest Total		1,093	957	1,047
Toronto	Toronto Superior Court Of Justice	16,766	16,037	16,134
Toronto Total		16,766	16,037	16,134
West	Chatham	158	163	202
	Goderich	224	209	180
	Guelph	448	437	401
	Kitchener	647	780	684
	London	1,583	1,905	1,908
	Owen Sound	167	251	181
	Sarnia	442	430	367
	St. Thomas	213	225	205
	Stratford	246	231	242
	Walkerton	125	181	176
	Windsor	2,183	1,898	1,999
	Woodstock	202	190	200
West Total		6,638	6,900	6,745
Ontario Total		48,440	47,342	46,645

1. Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As a result, five-year trend data will not be available until 2013-14.
2. Events Heard include all scheduled events dealt with by a judge (including adjournments). While applications, motions and bail reviews are not included in case activity (i.e. cases received, disposed and pending), the related event activity is included in the number of events heard.

SOURCE: FRANK

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central East	2007-08	14,380	52,731	15,410
	2008-09	14,268	52,965	16,882
	2009-10	14,225	52,872	18,254
	2010-11	13,450	52,336	19,464
	2011-12	13,506	59,470	20,154
Central West	2007-08	17,878	58,857	20,189
	2008-09	18,535	60,863	20,226
	2009-10	18,718	62,497	21,485
	2010-11	17,767	65,300	22,320
	2011-12	17,719	68,180	21,824
East	2007-08	11,807	40,704	12,088
	2008-09	11,780	38,057	11,403
	2009-10	11,562	37,049	10,748
	2010-11	10,934	36,483	11,258
	2011-12	11,091	39,777	12,187
Northeast	2007-08	5,130	27,253	5,792
	2008-09	5,318	26,073	6,082
	2009-10	5,230	26,118	6,783
	2010-11	5,188	24,984	5,833
	2011-12	4,996	24,402	6,198
Northwest	2007-08	1,956	8,687	1,777
	2008-09	1,905	9,325	2,246
	2009-10	1,783	9,836	2,161
	2010-11	1,689	8,576	2,188
	2011-12	1,660	8,672	2,329

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Overview by Region (continued)

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Toronto	2007-08	18,972	56,153	14,741
	2008-09	18,003	54,621	16,398
	2009-10	18,019	53,303	15,967
	2010-11	17,127	50,095	15,795
	2011-12	16,863	48,852	16,035
West	2007-08	15,565	71,467	15,818
	2008-09	16,429	71,566	16,770
	2009-10	16,616	72,053	17,871
	2010-11	15,681	70,091	17,861
	2011-12	15,574	73,443	17,799
Ontario	2007-08	85,688	315,852	85,815
	2008-09	86,238	313,470	90,007
	2009-10	86,153	313,728	93,268
	2010-11	81,836	307,865	94,719
	2011-12	81,409	322,796	96,526

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. The Family Court branch of the Superior Court of Justice hears all family cases in the following 17 locations: Barrie (including Orillia), Bracebridge, Cobourg, Lindsay, Newmarket, Whitby (including Oshawa) and Peterborough in the Central East Region; St. Catharines and Hamilton in the Central West Region; Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth in the East Region; and London in the West Region. The Superior Court of Justice and the Ontario Court of Justice hear family cases in the other court locations. In those locations, the court that hears the case depends upon the types of claims made in the case.
4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Superior Court of Justice (non-Family Court Branch), Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: New Family Proceedings

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie (inc. Orillia)	3,225	3,290	3,440	3,080	3,114	-111	-3%
	Bracebridge	541	486	479	509	461	-80	-15%
	Cobourg	612	697	597	583	607	-5	-1%
	Lindsay	662	703	674	639	620	-42	-6%
	Newmarket	3,705	3,536	3,682	3,640	3,660	-45	-1%
	Peterborough	977	1,002	1,019	939	929	-48	-5%
	Whitby (inc. Oshawa)	4,658	4,554	4,334	4,060	4,115	-543	-12%
Central East Total		14,380	14,268	14,225	13,450	13,506	-874	-6%
Central West	Brampton	6,261	6,722	6,944	6,605	6,571	310	5%
	Brantford	1,400	1,438	1,440	1,318	1,322	-78	-6%
	Cayuga	332	305	320	320	314	-18	-5%
	Hamilton	3,515	3,798	3,642	3,451	3,509	-6	0%
	Milton	2,194	2,181	2,183	2,067	2,088	-106	-5%
	Orangeville	492	484	451	530	423	-69	-14%
	Simcoe	465	462	493	504	456	-9	-2%
	St. Catharines	1,358	1,319	1,445	1,326	1,349	-9	-1%
	Welland	1,861	1,826	1,800	1,646	1,687	-174	-9%
Central West Total		17,878	18,535	18,718	17,767	17,719	-159	-1%
East	Belleville	1,620	1,630	1,553	1,316	1,379	-241	-15%
	Brockville	664	652	681	649	586	-78	-12%
	Cornwall	1,120	1,264	1,273	1,302	1,257	137	12%
	Kingston	1,054	1,021	1,090	1,024	1,080	26	2%
	L'Orignal	470	550	527	482	522	52	11%
	Napanee	328	321	278	253	293	-35	-11%
	Ottawa	5,054	4,840	4,751	4,572	4,655	-399	-8%
	Pembroke	856	831	772	733	724	-132	-15%
	Perth	460	492	472	426	443	-17	-4%
	Picton	181	179	165	177	152	-29	-16%
East Total		11,807	11,780	11,562	10,934	11,091	-716	-6%
Northeast	Cochrane (inc. Timmins)	819	897	827	831	692	-127	-16%
	Gore Bay	176	164	132	145	142	-34	-19%
	Haileybury (inc. Kirkland Lake)	261	245	231	250	236	-25	-10%
	North Bay	983	1,084	1,035	1,012	1,030	47	5%
	Parry Sound	260	301	299	338	246	-14	-5%
	Sault Ste. Marie (inc. Elliot Lake)	966	949	941	914	893	-73	-8%
	Sudbury (inc. Espanola)	1,665	1,678	1,765	1,698	1,757	92	6%
Northeast Total		5,130	5,318	5,230	5,188	4,996	-134	-3%

Superior Court of Justice (non-Family Court Branch), Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: New Family Proceedings (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
North West	Fort Frances	122	141	125	120	105	-17	-14%
	Kenora (inc. Dryden and Red Lake)	453	421	391	357	431	-22	-5%
	Thunder Bay	1,381	1,343	1,267	1,212	1,124	-257	-19%
North West Total		1,956	1,905	1,783	1,689	1,660	-296	-15%
West	311 Jarvis Street	2,314	2,235	2,017	1,806	1,816	-498	-22%
	393 University Ave.	11,258	10,404	10,928	10,618	10,573	-685	-6%
	47 Sheppard Avenue East	5,400	5,364	5,074	4,703	4,474	-926	-17%
Toronto Total		18,972	18,003	18,019	17,127	16,863	-2,109	-11%
West	Chatham	950	921	977	860	800	-150	-16%
	Goderich	290	364	296	307	312	22	8%
	Guelph	1,132	1,267	1,154	1,104	1,171	39	3%
	Kitchener (inc. Cambridge)	3,668	3,852	3,701	3,504	3,510	-158	-4%
	London	2,968	3,233	3,445	3,317	3,261	293	10%
	Owen Sound	676	665	702	662	599	-77	-11%
	Sarnia	979	1,057	1,028	1,028	999	20	2%
	St. Thomas	732	791	836	689	708	-24	-3%
	Stratford	487	483	529	538	509	22	5%
	Walkerton	335	367	368	321	311	-24	-7%
West Total	Windsor	2,371	2,462	2,569	2,399	2,470	99	4%
	Woodstock	977	967	1,011	952	924	-53	-5%
Ontario Total		85,688	86,238	86,153	81,836	81,409	-4,279	-5%

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. The Family Court branch of the Superior Court of Justice hears all family cases in the following 17 locations: Barrie (including Orillia), Bracebridge, Cobourg, Lindsay, Newmarket, Whitby (including Oshawa) and Peterborough in the Central East Region; St. Catharines and Hamilton in the Central West Region; Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth in the East Region; and London in the West Region. The Superior Court of Justice and the Ontario Court of Justice hear family cases in the other court locations. In those locations, the court that hears the case depends upon the types of claims made in the case.

SOURCE: FRANK

Superior Court of Justice (non-Family Court Branch), Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Events Heard

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie (inc. Orillia)	11,703	11,707	11,527	11,309	12,636	933	8%
	Bracebridge	1,569	1,433	1,516	1,604	1,876	307	20%
	Cobourg	2,356	2,493	2,482	2,076	2,640	284	12%
	Lindsay	3,110	3,092	3,299	2,964	3,203	93	3%
	Newmarket	13,747	13,049	12,645	13,352	14,805	1,058	8%
	Peterborough	3,971	4,095	4,540	4,083	4,411	440	11%
	Whitby (inc. Oshawa)	16,275	17,096	16,863	16,948	19,899	3,624	22%
Central East Total		52,731	52,965	52,872	52,336	59,470	6,739	13%
Central West	Brampton	19,233	20,136	20,827	23,431	22,178	2,945	15%
	Brantford	5,133	5,377	5,347	5,087	5,399	266	5%
	Cayuga	1,044	974	970	1,042	1,401	357	34%
	Hamilton	12,805	12,694	13,541	12,323	14,285	1,480	12%
	Milton	6,014	6,489	6,393	7,744	8,703	2,689	45%
	Orangeville	1,712	1,802	1,740	1,856	1,965	253	15%
	Simcoe	1,845	1,694	1,948	2,153	2,087	242	13%
	St. Catharines	5,069	5,358	5,783	5,656	5,828	759	15%
	Welland	6,002	6,339	5,948	6,008	6,334	332	6%
Central West Total		58,857	60,863	62,497	65,300	68,180	9,323	16%
East	Belleville	8,340	7,475	6,990	6,429	6,218	-2,122	-25%
	Brockville	2,561	2,560	2,804	2,615	2,921	360	14%
	Cornwall	2,707	2,794	2,798	2,794	3,795	1,088	40%
	Kingston	3,536	3,320	3,458	3,514	4,107	571	16%
	L'Orignal	1,674	1,631	1,722	1,670	1,958	284	17%
	Napanee	1,001	1,028	1,086	993	1,217	216	22%
	Ottawa	13,728	12,437	12,066	13,037	13,364	-364	-3%
	Pembroke	4,864	4,498	3,980	3,348	3,785	-1,079	-22%
	Perth	1,469	1,483	1,536	1,445	1,795	326	22%
	Picton	824	831	609	638	617	-207	-25%
East Total		40,704	38,057	37,049	36,483	39,777	-927	-2%
North East	Cochrane (inc. Timmins)	3,956	4,297	4,283	4,403	4,377	421	11%
	Gore Bay	760	549	507	481	446	-314	-41%
	Haileybury (inc. Kirkland Lake)	870	842	864	906	1,043	173	20%
	North Bay	5,268	5,020	4,752	4,597	4,933	-335	-6%

Superior Court of Justice (non-Family Court Branch), Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Events Heard (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Region	Parry Sound	1,277	1,281	1,554	1,379	1,070	-207	-16%
	Sault Ste. Marie (inc. Elliot Lake)	6,246	6,159	6,315	6,126	6,493	247	4%
	Sudbury (inc. Espanola)	8,876	7,925	7,843	7,092	6,040	-2,836	-32%
Northeast Total		27,253	26,073	26,118	24,984	24,402	-2,851	-10%
Northwest	Fort Frances	513	642	612	442	427	-86	-17%
	Kenora (inc. Dryden and Red Lake)	1,708	1,613	1,563	1,323	1,503	-205	-12%
	Thunder Bay	6,466	7,070	7,661	6,811	6,742	276	4%
Northwest Total		8,687	9,325	9,836	8,576	8,672	-15	0%
		311 Jarvis St.	12,525	11,702	10,947	9,499	9,871	-2,654
		393 University Ave.	19,473	17,617	17,303	17,215	16,780	-2,693
		47 Sheppard Ave. E.	24,155	25,302	25,053	23,381	22,201	-1,954
Toronto Total		56,153	54,621	53,303	50,095	48,852	-7,301	-13%
West	Chatham	5,168	5,586	6,077	5,721	5,489	321	6%
	Goderich	2,328	2,363	2,181	1,962	2,195	-133	-6%
	Guelph	4,040	4,280	4,341	3,656	3,980	-60	-1%
	Kitchener (inc. Cambridge)	13,433	13,561	13,975	13,454	13,839	406	3%
	London	11,683	10,719	11,247	11,119	12,810	1,127	10%
	Owen Sound	3,172	3,197	3,100	2,997	3,348	176	6%
	Sarnia	7,553	7,120	7,057	7,273	6,954	-599	-8%
	St. Thomas	3,235	3,420	3,222	2,883	3,132	-103	-3%
	Stratford	2,040	2,144	2,071	2,125	2,140	100	5%
	Walkerton	1,726	1,630	1,828	1,764	1,602	-124	-7%
	Windsor	11,200	11,198	10,692	11,359	11,995	795	7%
	Woodstock	5,889	6,348	6,262	5,778	5,959	70	1%
West Total		71,467	71,566	72,053	70,091	73,443	1,976	3%
Ontario Total		315,852	313,470	313,728	307,865	322,796	6,944	2%

1. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. The Family Court branch of the Superior Court of Justice hears all family cases in the following 17 locations: Barrie (including Orillia), Bracebridge, Cobourg, Lindsay, Newmarket, Whitby (including Oshawa) and Peterborough in the Central East region; St. Catharines and Hamilton in the Central West region; Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth in the East region; and London in the West region. The Superior Court of Justice and the Ontario Court of Justice hear family cases in the other court locations. In those locations, the court that hears the case depends upon the types of claims made in the case.

SOURCE: FRANK

Superior Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central West	2007-08	6,926	15,838	4,793
	2008-09	7,176	16,118	5,364
	2009-10	7,264	16,138	5,411
	2010-11	6,937	17,727	5,823
	2011-12	6,892	18,766	5,292
East	2007-08	871	2,385	610
	2008-09	961	2,229	539
	2009-10	874	2,214	707
	2010-11	820	1,824	616
	2011-12	861	1,917	546
Northeast	2007-08	1,923	5,225	1,497
	2008-09	1,945	4,672	1,622
	2009-10	1,900	4,795	1,843
	2010-11	1,768	4,584	1,433
	2011-12	1,773	4,509	1,261
Northwest	2007-08	732	2,339	577
	2008-09	701	2,246	661
	2009-10	690	2,235	729
	2010-11	652	1,848	593
	2011-12	682	1,917	635
Toronto	2007-08	11,258	19,473	6,431
	2008-09	10,404	17,617	7,098
	2009-10	10,928	17,303	6,906
	2010-11	10,618	17,215	6,937
	2011-12	10,573	16,780	7,061

Superior Court of Justice: Family Overview by Region (continued)

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
West	2007-08	5,811	17,822	4,036
	2008-09	6,245	17,923	4,345
	2009-10	6,060	17,165	4,657
	2010-11	5,892	17,267	4,980
	2011-12	5,779	16,853	4,603
Ontario	2007-08	27,521	63,082	17,944
	2008-09	27,432	60,805	19,629
	2009-10	27,716	59,850	20,252
	2010-11	26,687	60,465	20,386
	2011-12	26,560	60,742	19,399

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.
4. Cases heard in the Central East Region; two court locations in the Central West Region (St. Catharines and Hamilton); seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); and one court location in the West Region (London), are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Superior Court of Justice: New Family Proceedings

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central West	Brampton	3,541	3,799	3,923	3,740	3,792	251	7%
	Brantford	468	489	504	470	449	-19	-4%
	Cayuga	173	153	162	156	147	-26	-15%
	Milton	1,442	1,476	1,415	1,395	1,412	-30	-2%
	Orangeville	243	229	211	258	178	-65	-27%
	Simcoe	216	212	205	206	200	-16	-7%
	Welland (inc. Niagara Falls)	843	818	844	712	714	-129	-15%
Central West Total		6,926	7,176	7,264	6,937	6,892	-34	0%
East	Belleville	503	561	496	475	501	-2	0%
	Pembroke	320	351	329	279	310	-10	-3%
	Picton	48	49	49	66	50	2	4%
East Total		871	961	874	820	861	-10	-1%
Northeast	Cochrane (inc. Timmins)	267	303	289	292	258	-9	-3%
	Gore Bay	32	28	26	26	28	-4	-13%
	Haileybury	112	90	91	95	87	-25	-22%
	North Bay	323	324	276	241	306	-17	-5%
	Parry Sound	109	91	94	102	86	-23	-21%
	Sault Ste. Marie	438	420	436	384	379	-59	-13%
	Sudbury	642	689	688	628	629	-13	-2%
Northeast Total		1,923	1,945	1,900	1,768	1,773	-150	-8%
Northwest	Fort Frances	52	62	62	53	52	0	0%
	Kenora	167	148	163	132	167	0	0%
	Thunder Bay	513	491	465	467	463	-50	-10%
Northwest Total		732	701	690	652	682	-50	-7%
Toronto	393 University Ave.	11,258	10,404	10,928	10,618	10,573	-685	-6%
Toronto Total		11,258	10,404	10,928	10,618	10,573	-685	-6%
West	Chatham	334	316	345	333	316	-18	-5%
	Goderich	124	151	139	137	137	13	10%
	Guelph	526	614	554	552	574	48	9%
	Kitchener (inc. Cambridge)	1,552	1,565	1,527	1,505	1,507	-45	-3%
	Owen Sound	327	323	280	316	297	-30	-9%
	Sarnia	412	478	428	404	385	-27	-7%
	St. Thomas	341	364	341	320	321	-20	-6%
	Stratford	208	200	213	211	206	-2	-1%
	Walkerton	167	178	175	155	159	-8	-5%
	Windsor	1,427	1,634	1,640	1,540	1,468	41	3%
West Total		5,811	6,245	6,060	5,892	5,779	-32	-1%
Ontario Total		27,521	27,432	27,716	26,687	26,560	-961	-3%

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. Cases heard in the Central East Region; two court locations in the Central West Region (St. Catharines and Hamilton); seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); and one court location in the West Region (London), are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Superior Court of Justice: Family Events Heard

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
		07-08	08-09	09-10	10-11	11-12	07-08 to 11-12	% Change from 07-08 to 11-12
Central West	Brampton	7,273	7,461	7,564	8,519	8,758	1,485	20%
	Brantford	1,206	1,174	1,140	1,167	1,125	-81	-7%
	Cayuga	439	348	360	444	505	66	15%
	Milton	3,210	3,654	3,559	4,284	5,005	1,795	56%
	Orangeville	576	609	558	624	692	116	20%
	Simcoe	619	419	495	441	498	-121	-20%
	Welland (inc. Niagara Falls)	2,515	2,453	2,462	2,248	2,183	-332	-13%
Central West Total		15,838	16,118	16,138	17,727	18,766	2,928	18%
East	Belleville	1,074	1,110	1,159	942	1,037	-37	-3%
	Pembroke	1,154	987	957	746	773	-381	-33%
	Picton	157	132	98	136	107	-50	-32%
East Total		2,385	2,229	2,214	1,824	1,917	-468	-20%
Northeast	Cochrane (inc. Timmins)	671	647	719	732	721	50	7%
	Gore Bay	64	55	62	55	45	-19	-30%
	Haileybury	226	206	192	192	199	-27	-12%
	North Bay	659	657	634	538	554	-105	-16%
	Parry Sound	230	203	171	203	177	-53	-23%
	Sault Ste. Marie	1,496	1,288	1,421	1,404	1,353	-143	-10%
	Sudbury	1,879	1,616	1,596	1,460	1,460	-419	-22%
Northeast Total		5,225	4,672	4,795	4,584	4,509	-716	-14%
Northwest	Fort Frances	219	233	257	222	201	-18	-8%
	Kenora	396	396	492	352	408	12	3%
	Thunder Bay	1,724	1,617	1,486	1,274	1,308	-416	-24%
Northwest Total		2,339	2,246	2,235	1,848	1,917	-422	-18%
Toronto	393 University Ave.	19,473	17,617	17,303	17,215	16,780	-2,693	-14%
Toronto Total		19,473	17,617	17,303	17,215	16,780	-2,693	-14%
West	Chatham	1,048	1,035	993	1,082	1,017	-31	-3%
	Goderich	586	640	567	512	599	13	2%
	Guelph	1,286	1,421	1,393	1,361	1,477	191	15%
	Kitchener (inc. Cambridge)	3,382	3,209	3,172	3,236	3,221	-161	-5%
	Owen Sound	661	717	680	663	755	94	14%
	Sarnia	2,260	2,171	2,329	2,237	1,872	-388	-17%
	St. Thomas	1,196	1,294	1,102	1,159	1,149	-47	-4%
	Stratford	587	507	606	536	448	-139	-24%
	Walkerton	464	389	482	490	413	-51	-11%
	Windsor	5,103	5,191	4,513	4,536	4,561	-542	-11%
West Total		17,822	17,923	17,165	17,267	16,853	-969	-5%
Ontario Total		63,082	60,805	59,850	60,465	60,742	-2,340	-4%

1. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. Cases heard in the Central East Region: two court locations in the Central West Region (St. Catharines and Hamilton); seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); and one court location in the West Region (London), are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Family Court Branch of the Superior Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central East	2007-08	14,380	52,731	15,410
	2008-09	14,268	52,965	16,882
	2009-10	14,225	52,872	18,254
	2010-11	13,450	52,336	19,459
	2011-12	13,506	59,470	20,154
Central West	2007-08	4,873	17,874	6,768
	2008-09	5,117	18,052	6,438
	2009-10	5,087	19,324	7,292
	2010-11	4,777	17,979	7,597
	2011-12	4,858	20,113	7,573
East	2007-08	9,150	26,676	9,677
	2008-09	9,140	25,253	8,930
	2009-10	9,072	25,470	8,207
	2010-11	8,708	26,068	8,937
	2011-12	8,836	29,157	9,929
West	2007-08	2,968	11,683	2,454
	2008-09	3,233	10,719	2,999
	2009-10	3,445	11,247	3,240
	2010-11	3,317	11,119	3,276
	2011-12	3,261	12,810	3,391
Ontario	2007-08	31,371	108,964	34,309
	2008-09	31,758	106,989	35,249
	2009-10	31,829	108,913	36,992
	2010-11	30,252	107,502	39,269
	2011-12	30,461	121,550	41,047

1. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.
4. The Family Court branch of the Superior Court of Justice hears all family cases in 17 court locations: all court locations in the Central East Region; two court locations in the Central West Region; seven court locations in the East Region; and one court location in the West Region. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK

Family Court Branch of the Superior Court of Justice: New Family Proceedings

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie (inc. Orillia)	3,225	3,290	3,440	3,080	3,114	-111	-3%
	Bracebridge	541	486	479	509	461	-80	-15%
	Cobourg	612	697	597	583	607	-5	-1%
	Lindsay	662	703	674	639	620	-42	-6%
	Newmarket	3,705	3,536	3,682	3,640	3,660	-45	-1%
	Peterborough	977	1,002	1,019	939	929	-48	-5%
	Whitby (inc. Oshawa)	4,658	4,554	4,334	4,060	4,115	-543	-12%
Central East Total		14,380	14,268	14,225	13,450	13,506	-874	-6%
Central West	Hamilton	3,515	3,798	3,642	3,451	3,509	-6	0%
	St. Catharines	1,358	1,319	1,445	1,326	1,349	-9	-1%
Central West Total		4,873	5,117	5,087	4,777	4,858	-15	0%
East	Brockville	664	652	681	649	586	-78	-12%
	Cornwall	1,120	1,264	1,273	1,302	1,257	137	12%
	Kingston	1,054	1,021	1,090	1,024	1,080	26	2%
	L'Orignal	470	550	527	482	522	52	11%
	Napanee	328	321	278	253	293	-35	-11%
	Ottawa	5,054	4,840	4,751	4,572	4,655	-399	-8%
	Perth	460	492	472	426	443	-17	-4%
East Total		9,150	9,140	9,072	8,708	8,836	-314	-3%
West	London	2,968	3,233	3,445	3,317	3,261	293	10%
West Total		2,968	3,233	3,445	3,317	3,261	293	10%
Ontario Total		31,371	31,758	31,829	30,252	30,461	-910	-3%

1. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. The Family Court branch of the Superior Court of Justice hears all family cases in the 17 court locations listed in the chart above. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK

Family Court Branch of the Superior Court of Justice: Family Events Heard

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie (inc. Orillia)	11,703	11,707	11,527	11,309	12,636	933	8%
	Bracebridge	1,569	1,433	1,516	1,604	1,876	307	20%
	Cobourg	2,356	2,493	2,482	2,076	2,640	284	12%
	Lindsay	3,110	3,092	3,299	2,964	3,203	93	3%
	Newmarket	13,747	13,049	12,645	13,352	14,805	1,058	8%
	Peterborough	3,971	4,095	4,540	4,083	4,411	440	11%
	Whitby (inc. Oshawa)	16,275	17,096	16,863	16,948	19,899	3,624	22%
Central East Total		52,731	52,965	52,872	52,336	59,470	6,739	13%
Central West	Hamilton	12,805	12,694	13,541	12,323	14,285	1,480	12%
	St. Catharines	5,069	5,358	5,783	5,656	5,828	759	15%
Central West Total		17,874	18,052	19,324	17,979	20,113	2,239	13%
East	Brockville	2,561	2,560	2,804	2,615	2,921	360	14%
	Cornwall	2,707	2,794	2,798	2,794	3,795	1,088	40%
	Kingston	3,536	3,320	3,458	3,514	4,107	571	16%
	L'Orignal	1,674	1,631	1,722	1,670	1,958	284	17%
	Napanee	1,001	1,028	1,086	993	1,217	216	22%
	Ottawa	13,728	12,437	12,066	13,037	13,364	-364	-3%
	Perth	1,469	1,483	1,536	1,445	1,795	326	22%
East Total		26,676	25,253	25,470	26,068	29,157	2,481	9%
West	London	11,683	10,719	11,247	11,119	12,810	1,127	10%
West Total		11,683	10,719	11,247	11,119	12,810	1,127	10%
Ontario Total		108,964	106,989	108,913	107,502	121,550	12,586	12%

1. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. The Family Court branch of the Superior Court of Justice hears all family cases in the 17 court locations listed in the chart above. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK

Ontario Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central West	2007-08	6,079	25,145	8,629
	2008-09	6,242	26,693	8,423
	2009-10	6,367	27,035	8,782
	2010-11	6,053	29,594	8,900
	2011-12	5,969	29,301	8,959
East	2007-08	1,786	11,643	1,801
	2008-09	1,679	10,575	1,934
	2009-10	1,616	9,365	1,835
	2010-11	1,406	8,591	1,705
	2011-12	1,394	8,703	1,711
Northeast	2007-08	3,207	22,028	4,295
	2008-09	3,373	21,401	4,460
	2009-10	3,330	21,323	4,940
	2010-11	3,420	20,400	4,400
	2011-12	3,223	19,893	4,937
Northwest	2007-08	1,224	6,348	1,200
	2008-09	1,204	7,079	1,585
	2009-10	1,093	7,601	1,432
	2010-11	1,037	6,728	1,596
	2011-12	978	6,755	1,694
Toronto	2007-08	7,714	36,680	8,310
	2008-09	7,599	37,004	9,300
	2009-10	7,091	36,000	9,060
	2010-11	6,509	32,880	8,858
	2011-12	6,290	32,072	8,975
West	2007-08	6,786	41,962	9,327
	2008-09	6,951	42,924	9,426
	2009-10	7,111	43,641	9,974
	2010-11	6,472	41,705	9,606
	2011-12	6,534	43,780	9,804

Ontario Court of Justice: Family Overview by Region (continued)

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Ontario	2007-08	26,796	143,806	33,562
	2008-09	27,048	145,676	35,129
	2009-10	26,608	144,965	36,024
	2010-11	24,897	139,898	35,064
	2011-12	24,388	140,504	36,080

1. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.
4. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Ontario Court of Justice: New Family Proceedings

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
		07-08	08-09	09-10	10-11	11-12	07-08 to 11-12	from 07-08 to 11-12
Central West	Brampton	2,720	2,923	3,021	2,865	2,779	59	2%
	Brantford	932	949	936	848	873	-59	-6%
	Cayuga	159	152	158	164	167	8	5%
	Milton	752	705	768	672	676	-76	-10%
	Orangeville	249	255	240	272	245	-4	-2%
	Simcoe	249	250	288	298	256	7	3%
	Welland (inc. Niagara Falls)	1,018	1,008	956	934	973	-45	-4%
Central West Total		6,079	6,242	6,367	6,053	5,969	-110	-2%
East	Belleville	1,117	1,069	1,057	841	878	-239	-21%
	Pembroke	536	480	443	454	414	-122	-23%
	Picton	133	130	116	111	102	-31	-23%
East Total		1,786	1,679	1,616	1,406	1,394	-392	-22%
Northeast	Cochrane (inc. Timmins)	552	594	538	539	434	-118	-21%
	Gore Bay	144	136	106	119	114	-30	-21%
	Haileybury (inc. Kirkland Lake)	149	155	140	155	149	0	0%
	North Bay	660	760	759	771	724	64	10%
	Parry Sound	151	210	205	236	160	9	6%
	Sault Ste. Marie (inc. Elliot Lake)	528	529	505	530	514	-14	-3%
	Sudbury (inc. Espanola)	1,023	989	1,077	1,070	1,103	80	8%
Northeast Total		3,207	3,373	3,330	3,420	3,223	16	0%
Northwest	Fort Frances	70	79	63	67	53	-17	-24%
	Kenora (inc. Dryden and Red Lake)	286	273	228	225	264	-22	-8%
	Thunder Bay	868	852	802	745	661	-207	-24%
Northwest Total		1,224	1,204	1,093	1,037	978	-246	-20%
Toronto	311 Jarvis St.	2,314	2,235	2,017	1,806	1,816	-498	-22%
	47 Sheppard Ave. E.	5,400	5,364	5,074	4,703	4,474	-926	-17%
Toronto Total		7,714	7,599	7,091	6,509	6,290	-1,424	-18%

Ontario Court of Justice: New Family Proceedings (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	%Change from 07-08 to 11-12
West	Chatham	616	605	632	527	484	-132	-21%
	Goderich	166	213	157	170	175	9	5%
	Guelph	606	653	600	552	597	-9	-1%
	Kitchener (inc. Cambridge)	2,116	2,287	2,174	1,999	2,003	-113	-5%
	Owen Sound	349	342	422	346	302	-47	-13%
	Sarnia	567	579	600	624	614	47	8%
	St. Thomas	391	427	495	369	387	-4	-1%
	Stratford	279	283	316	327	303	24	9%
	Walkerton	168	189	193	166	152	-16	-10%
	Windsor	944	828	929	859	1,002	58	6%
	Woodstock	584	545	593	533	515	-69	-12%
West Total		6,786	6,951	7,111	6,472	6,534	-252	-4%
Ontario Total		26,796	27,048	26,608	24,897	24,388	-2,408	-9%

1. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Ontario Court of Justice: Family Events Heard

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central West	Brampton	11,960	12,675	13,263	14,912	13,420	1,460	12%
	Brantford	3,927	4,203	4,207	3,920	4,274	347	9%
	Cayuga	605	626	610	598	896	291	48%
	Milton	2,804	2,835	2,834	3,460	3,698	894	32%
	Orangeville	1,136	1,193	1,182	1,232	1,273	137	12%
	Simcoe	1,226	1,275	1,453	1,712	1,589	363	30%
	Welland (inc. Niagara Falls)	3,487	3,886	3,486	3,760	4,151	664	19%
Central West Total		25,145	26,693	27,035	29,594	29,301	4,156	17%
East	Belleville	7,266	6,365	5,831	5,487	5,181	-2,085	-29%
	Pembroke	3,710	3,511	3,023	2,602	3,012	-698	-19%
	Picton	667	699	511	502	510	-157	-24%
East Total		11,643	10,575	9,365	8,591	8,703	-2,940	-25%
Northeast	Cochrane (inc. Timmins)	3,285	3,650	3,564	3,671	3,656	371	11%
	Gore Bay	696	494	445	426	401	-295	-42%
	Haileybury (inc. Kirkland Lake)	644	636	672	714	844	200	31%
	North Bay	4,609	4,363	4,118	4,059	4,379	-230	-5%
	Parry Sound	1,047	1,078	1,383	1,176	893	-154	-15%
	Sault Ste. Marie (inc. Elliot Lake)	4,750	4,871	4,894	4,722	5,140	390	8%
	Sudbury (inc. Espanola)	6,997	6,309	6,247	5,632	4,551	-2,446	-35%
Northeast Total		22,028	21,401	21,323	20,400	19,893	-2,135	-10%
Northwest	Fort Frances	294	409	355	220	226	-68	-23%
	Kenora (inc. Dryden and Red Lake)	1,312	1,217	1,071	971	1,095	-217	-17%
	Thunder Bay	4,742	5,453	6,175	5,537	5,434	692	15%
Northwest Total		6,348	7,079	7,601	6,728	6,755	407	6%
Toronto	311 Jarvis Street	12,525	11,702	10,947	9,499	9,871	-2,654	-21%
	47 Sheppard Avenue East	24,155	25,302	25,053	23,381	22,201	-1,954	-8%
Toronto Total		36,680	37,004	36,000	32,880	32,072	-4,608	-13%

Ontario Court of Justice: Family Events Heard (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
West	Chatham	4,120	4,551	5,084	4,639	4,472	352	9%
	Goderich	1,742	1,723	1,614	1,450	1,596	-146	-8%
	Guelph	2,754	2,859	2,948	2,295	2,503	-251	-9%
	Kitchener (inc. Cambridge)	10,051	10,352	10,803	10,218	10,618	567	6%
	Owen Sound	2,511	2,480	2,420	2,334	2,593	82	3%
	Sarnia	5,293	4,949	4,728	5,036	5,082	-211	-4%
	St. Thomas	2,039	2,126	2,120	1,724	1,983	-56	-3%
	Stratford	1,453	1,637	1,465	1,589	1,692	239	16%
	Walkerton	1,262	1,241	1,346	1,274	1,189	-73	-6%
	Windsor	6,097	6,007	6,179	6,823	7,434	1,337	22%
	Woodstock	4,640	4,999	4,934	4,323	4,618	-22	0%
West Total		41,962	42,924	43,641	41,705	43,780	1,818	4%
Ontario Total		143,806	145,676	144,965	139,898	140,504	-3,302	-2%

1. Events heard include mandatory information programs, all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Original, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Small Claims Court: Overview by Region

Region	Fiscal Year	Claims Filed	Events Heard	Courtroom Operating Hours
Central East	2007-08	11,135	14,686	5,144
	2008-09	11,592	14,588	5,714
	2009-10	12,269	14,558	6,157
	2010-11	13,485	14,956	6,612
	2011-12	12,615	15,823	7,228
Central West	2007-08	14,910	18,525	6,801
	2008-09	15,436	17,888	7,224
	2009-10	15,198	18,486	7,538
	2010-11	16,433	19,144	8,172
	2011-12	16,126	21,098	8,796
East	2007-08	7,308	7,384	3,191
	2008-09	6,519	8,456	3,111
	2009-10	6,332	7,441	2,833
	2010-11	7,141	7,020	3,117
	2011-12	7,071	7,472	3,595
Northeast	2007-08	2,761	2,830	1,374
	2008-09	2,765	2,649	1,378
	2009-10	2,908	2,684	1,315
	2010-11	3,062	2,827	1,176
	2011-12	2,943	3,057	1,385
Northwest	2007-08	1,319	831	470
	2008-09	1,401	832	403
	2009-10	1,557	754	420
	2010-11	1,404	813	423
	2011-12	1,268	671	290

Small Claims Court: Overview by Region (continued)

Region	Fiscal Year	Claims Filed	Events Heard	Courtroom Operating Hours
Toronto	2007-08	14,660	24,962	9,359
	2008-09	15,512	25,369	10,919
	2009-10	15,697	25,494	10,786
	2010-11	15,866	26,702	10,979
	2011-12	16,089	20,928	10,793
West	2007-08	11,540	10,869	3,295
	2008-09	10,528	10,434	4,097
	2009-10	10,293	9,765	4,053
	2010-11	10,521	10,520	4,375
	2011-12	10,282	11,045	4,574
Ontario	2007-08	63,633	80,087	29,635
	2008-09	63,753	80,216	32,846
	2009-10	64,254	79,182	33,101
	2010-11	67,912	81,982	34,855
	2011-12	66,394	80,094	36,660

1. Cases received include all new files opened, except for enforcement files and fee waiver requests.
2. Events Heard include all scheduled events dealt with by a presiding official (including those adjourned by the presiding official).
3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Small Claims Court: Claims Filed

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	1,867	1,901	2,030	2,180	1,992	125	7%
	Bracebridge	380	409	390	460	385	5	1%
	Cobourg	318	306	345	375	368	50	16%
	Lindsay (inc. Minden)	437	359	374	422	385	-52	-12%
	Newmarket	922	913	995	1,180	1,053	131	14%
	Orillia	364	380	376	350	330	-34	-9%
	Peterborough	550	595	554	554	601	51	9%
	Richmond Hill	3,770	3,993	4,236	4,859	4,677	907	24%
	Whitby (inc. Oshawa)	2,527	2,736	2,969	3,105	2,824	297	12%
Central East Total		11,135	11,592	12,269	13,485	12,615	1,480	13%
Central West	Brampton	6,735	7,453	7,097	7,904	7,963	1,228	18%
	Brantford	769	690	679	733	790	21	3%
	Burlington	552	702	852	1,308	1,248	696	126%
	Cayuga	184	163	203	164	205	21	11%
	Hamilton	2,726	2,625	2,741	2,824	2,595	-131	-5%
	Milton	489	491	585	579	542	53	11%
	Oakville	610	625	398	10	3	-607	-100%
	Orangeville	282	304	261	340	275	-7	-2%
	Simcoe	310	245	243	295	283	-27	-9%
	St. Catharines	1,129	985	971	1,093	1,006	-123	-11%
	Welland	1,124	1,153	1,168	1,183	1,216	92	8%
Central West Total		14,910	15,436	15,198	16,433	16,126	1,216	8%
East	Alexandria	96	101	75	84	87	-9	-9%
	Belleville	678	646	594	717	714	36	5%
	Brockville	479	404	426	428	473	-6	-1%
	Cornwall (inc. Iroquois)	414	393	349	365	340	-74	-18%
	Kingston (inc. Sharbot Lake)	532	519	489	553	583	51	10%
	L'Orignal	404	429	389	348	350	-54	-13%
	Morrisburg	49	54	60	58	45	-4	-8%
	Napanee (inc. Kalader)	141	143	148	181	162	21	15%
	Ottawa	3,841	3,064	3,126	3,602	3,463	-378	-10%
	Pembroke	208	233	213	283	263	55	26%
	Perth	257	299	243	286	324	67	26%
	Picton	99	107	86	116	106	7	7%
East Total		7,308	6,519	6,332	7,141	7,071	-237	-3%
North East	Burk's Falls	30	0	0	0	0	-30	
	Cochrane	109	60	66	97	76	-33	-30%
	Elliot Lake	57	57	68	77	82	25	44%
	Gore Bay	32	29	27	38	33	1	3%

Small Claims Court: Claims Filed (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
		07-08	08-09	09-10	10-11	11-12	11-12	11-12
North East	Haileybury	93	91	80	96	92	-1	-1%
	Kapuskasing	167	159	160	149	105	-62	-37%
	Kirkland Lake	93	84	93	80	58	-35	-38%
	North Bay	380	450	485	459	513	133	35%
	Parry Sound	175	158	210	241	211	36	21%
	Sault Ste. Marie	536	515	477	549	485	-51	-10%
	Sturgeon Falls	1	0	0	0	0	-1	
	Sudbury	724	750	833	842	901	177	24%
	Timmins	364	412	409	434	387	23	6%
North East Total		2,761	2,765	2,908	3,062	2,943	182	7%
North West	Dryden	163	159	154	117	108	-55	-34%
	Fort Frances	125	101	63	67	69	-56	-45%
	Geraldton	29	33	16	22	21	-8	-28%
	Kenora	136	91	112	127	122	-14	-10%
	Nipigon	45	38	31	28	22	-23	-51%
	Red Lake	27	28	28	28	18	-9	-33%
	Thunder Bay	794	951	1,153	1,015	908	114	14%
North West Total		1,319	1,401	1,557	1,404	1,268	-51	-4%
Toronto	47 Sheppard Avenue East	14,660	15,512	15,697	15,866	16,089	1,429	10%
Toronto Total		14,660	15,512	15,697	15,866	16,089	1,429	10%
West	Cambridge	690	778	688	758	760	70	10%
	Chatham	568	494	465	506	443	-125	-22%
	Goderich	182	208	175	216	175	-7	-4%
	Guelph	688	673	779	799	803	115	17%
	Kitchener	1,600	1,695	1,710	1,526	1,615	15	1%
	London	1,906	1,989	1,864	1,953	2,158	252	13%
	Owen Sound	452	475	476	506	453	1	0%
	Sarnia	632	595	629	633	585	-47	-7%
	St. Thomas	502	520	328	366	335	-167	-33%
	Stratford	300	296	288	325	273	-27	-9%
	Walkerton	286	270	295	295	292	6	2%
	Windsor	3,219	2,057	2,091	2,128	1,865	-1,354	-42%
	Woodstock	515	478	505	510	525	10	2%
West Total		11,540	10,528	10,293	10,521	10,282	-1,258	-11%
Ontario Total		63,633	63,753	64,254	67,912	66,394	2,761	4%

1. Cases received include all new files opened, except for: Enforcement files; Fee Waiver requests.

SOURCE: FRANK

Small Claims Court: Events Heard

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-09 to 11-12	% Change from 07-08 to 11-12
Central East	Barrie	2,036	2,127	1,836	2,115	2,080	44	2%
	Bracebridge	558	542	476	502	520	-38	-7%
	Cobourg	412	409	381	443	493	81	20%
	Lindsay (inc. Minden)	539	460	504	572	559	20	4%
	Newmarket	1,043	1,105	1,076	1,328	1,233	190	18%
	Orillia	356	377	321	293	342	-14	-4%
	Peterborough	750	623	632	689	681	-69	-9%
	Richmond Hill	5,924	5,639	6,044	5,853	6,410	486	8%
	Whitby (inc. Oshawa)	3,068	3,306	3,288	3,161	3,505	437	14%
Central East Total		14,686	14,588	14,558	14,956	15,823	1,137	8%
Central West	Brampton	8,836	8,845	8,923	9,267	10,931	2,095	24%
	Brantford	649	697	729	724	864	215	33%
	Burlington	893	818	1,056	1,533	1,643	750	84%
	Cayuga	261	225	231	221	229	-32	-12%
	Hamilton	3,490	3,247	3,314	3,375	3,568	78	2%
	Milton	632	617	748	829	764	132	21%
	Oakville	865	829	892	331	83	-782	-90%
	Orangeville	335	342	359	398	404	69	21%
	Simcoe	339	292	227	256	268	-71	-21%
	St. Catharines	1,345	1,032	1,001	1,134	1,160	-185	-14%
	Welland	880	944	1,006	1,076	1,184	304	35%
Central West Total		18,525	17,888	18,486	19,144	21,098	2,573	14%
East	Alexandria	100	99	83	74	81	-19	-19%
	Belleville	869	741	659	619	713	-156	-18%
	Brockville	697	595	671	567	620	-77	-11%
	Cornwall (inc. Iroquois)	351	322	328	312	325	-26	-7%
	Kingston (ins. Sharbot Lake)	484	523	493	407	415	-69	-14%
	L'Orignal	409	457	403	343	386	-23	-6%
	Morrisburg	49	37	52	60	55	6	12%
	Napanee (ins. Kalader)	223	147	123	126	150	-73	-33%
	Ottawa	3,533	4,833	3,934	3,796	3,893	360	10%
	Pembroke	229	231	228	244	314	85	37%
	Perth	193	252	258	295	301	108	56%
	Picton	141	113	106	96	102	-39	-28%
East Total		7,384	8,456	7,441	7,020	7,472	88	1%

Small Claims Court: Events Heard (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08	% Change from 07-08 to 11-12
North East	Burk's Falls	44	0	0	0	0	-44	
	Cochrane	92	90	47	53	37	-55	-60%
	Elliot Lake	74	44	43	55	64	-10	-14%
	Gore Bay	24	20	36	31	21	-3	-13%
	Haileybury	160	80	83	70	59	-101	-63%
	Kapuskasing	84	109	73	63	94	10	12%
	Kirkland Lake	45	71	38	84	40	-5	-11%
	North Bay	421	329	404	410	475	54	13%
	Parry Sound	141	166	194	254	231	90	64%
	Sault Ste. Marie	287	331	311	331	320	33	11%
	Sturgeon Falls	1	0	0	0	0	-1	
	Sudbury	1,177	1,164	1,183	1,184	1,308	131	11%
	Timmins	280	245	272	292	408	128	46%
Northeast Total		2,830	2,649	2,684	2,827	3,057	227	8%
Northwest	Dryden	27	96	60	54	35	8	30%
	Fort Frances	55	26	17	38	43	-12	-22%
	Geraldton	25	14	22	11	14	-11	-44%
	Kenora	76	50	55	73	42	-34	-45%
	Nipigon	20	23	16	21	17	-3	-15%
	Red Lake	8	17	17	10	11	3	
	Thunder Bay	620	606	567	606	509	-111	-18%
Northwest Total		831	832	754	813	671	-160	-19%
Toronto	47 Sheppard Ave. E.	24,962	25,369	25,494	26,702	20,928	-4,034	-16%
Toronto Total		24,962	25,369	25,494	26,702	20,928	-4,034	-16%
West	Cambridge	643	716	633	706	809	166	26%
	Chatham	567	459	456	528	462	-105	-19%
	Godерich	239	217	162	181	156	-83	-35%
	Guelph	767	802	836	912	953	186	24%
	Kitchener	1,710	1,781	1,754	1,967	1,897	187	11%
	London	2,696	2,298	1,899	1,895	2,004	-692	-26%
	Owen Sound	492	430	383	493	489	-3	-1%
	Sarnia	540	494	477	461	533	-7	-1%
	St. Thomas	524	523	383	287	277	-247	-47%
	Stratford	289	230	215	231	286	-3	-1%
	Walkerton	215	209	181	281	247	32	15%
	Windsor	1,899	1,933	2,081	2,171	2,496	597	31%
	Woodstock	288	342	305	407	436	148	51%
West Total		10,869	10,434	9,765	10,520	11,045	176	2%

Small Claims Court: Events Heard (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 07-08 to 11-12
Ontario Total		80,087	80,216	79,182	81,982	80,094	7	0%

1. Events Heard include all scheduled events dealt with by a presiding official (including those adjourned by the presiding official).

SOURCE: FRANK

Court of Appeal for Ontario: Criminal Appeals

	07-08	08-09	09-10	10-11	11-12
Appeals Pending as of Apr. 1	1,168	1,177	1,134	1,190	1,187
Appeals Added	851	756	872	905	913
Appeals Disposed	842	799	816	956	824
Appeals Pending as of Mar. 31	1,177	1,134	1,190	1,087	1,156

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Civil and Family Appeals

	07-08	08-09	09-10	10-11	11-12
Appeals Pending as of Apr. 1	727	680	638	526	520
Appeals Added	730	726	743	703	844
Appeals Disposed	783	768	849	731	716
Appeals Pending as of Mar. 31	680	638	526	512	625

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Single Judge Motions Filed

	07-08	08-09	09-10	10-11	11-12
Civil and Family Motions Filed	444	409	392	473	478
Criminal Solicitor and In Person Motions Filed	417	368	378	369	388
Criminal Inmate Self-represented Motions Filed	106	109	85	107	114
Total Single Judge Motions Filed	967	886	855	949	980

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Single Judge Motions Disposed

	07-08	08-09	09-10	10-11	11-12
Civil and Family Motions Disposed	412	419	388	450	427
Criminal Solicitor and In Person Motions Disposed	372	368	402	328	370
Criminal Inmate Self-represented Motions Disposed	100	100	87	91	102
Total Single Judge Motions Disposed	884	887	877	869	899

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Panel Motions Filed

	07-08	08-09	09-10	10-11	11-12
Civil and Family Motions Filed	208	190	235	239	246
Criminal Solicitor and In Person Motions Filed	18	14	19	20	20
Criminal Inmate Self-represented Motions Filed	11	13	12	6	9
Total Panel Motions Filed	237	217	266	265	275

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Panel Motions Disposed

	07-08	08-09	09-10	10-11	11-12
Civil and Family Motions Disposed	188	217	221	214	240
Criminal Solicitor and In Person Motions Disposed	15	16	14	21	18
Criminal Inmate Self-represented Motions Disposed	16	15	12	10	9
Total Panel Motions Disposed	219	248	247	245	267

Source: Court of Appeal for Ontario

